

02 December 2022

Kia ora [REDACTED]

Your Official Information Act request, reference: GOV-021834

Thank you for your letter of 9 November 2022, to Hon Carmel Sepuloni asking for the following information:

1. *What action, if any, has ACC taken, since 2017, to ensure positive claimant interactions with the Corporation through the development and operation of the Code of Claimants' Rights?*
2. *In particular, how many complaints did ACC receive, concerning the Code in every year from 2017 onwards?*
3. *How many applications for reviews of decision concerning the Code were received in every year from 2017?*
4. *Of those applications, how many were determined in favour of the applicant in every year from 2017?*

Due to the nature of your request, it was transferred to ACC to respond to under the Official Information Act 1982 (the Act).

ACC's Integrated Change Investment Portfolio (ICIP)

We refer you to ICIP Cabinet Papers which outline our actions to improve client experience and outcomes. These are available on the ACC website at www.acc.co.nz/resources/#/subcategory/153.

Number of Code complaints received by financial year

The table below shows the number of complaints received by ACC's Customer Resolutions team between 01 July 2016 and 30 June 2022.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number of Complaints	64	79	86	115	149	117

Outcomes of reviews on decisions issued under the Code by financial year of review lodgement

The data below is based on review lodgement date between 1 July 2016 and 30 June 2022 and has "Code of ACC Claimant's Rights" included as the reason for the review.

Outcome	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
In favour of ACC	18	22	11	15	31	27
In favour of clients	6	5	<4	<4	10	4
Modified	-	4	<4	<4	<4	<4
Withdrawn / Settled	5	12	15	24	35	17

Claim counts fewer than four

Some of the values in the table indicate that the claims count is fewer than 4 (denoted as <4). This limits the potential for particular individuals, or matters specific to certain individuals, from being identified.

Withholding in this way is necessary to protect the privacy of our clients. This decision has been made under section 9(2)(a) of the Act. In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect our clients' privacy.

As this information may be of interest to other members of the public

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Sara Freitag

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Government Engagement