

1 June 2023

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-025288**

Thank you for your request, via John Miller Law, made on 4 April 2023 asking for the following information:

*...info about the complaints procedure/process at ACC.*

Due to the nature of your request, it was transferred to my team for response under the Official Information Act 1982 (the Act).

**Policies regarding complaints**

Please find attached the following documents about ACC's policies regarding complaints from claimants:

- Responsibility for managing complaints policy
- Rules for managing complaints policy
- Working with the Code of ACC Claimants' Rights policy
- Managing Business Feedback
- Receive and assess complaint
- Receive and assess complaint - COM01 - Your complaint findings
- Receive and assess complaint - COM03 Acknowledgement of your complaint.

As staff names were not requested, they have been deemed out of the scope of your request and removed.

**Information on how to make a complaint is publicly available**

Information on how to make a complaint regarding ACC's services is available on the ACC website at:

[www.acc.co.nz/im-injured/make-a-complaint/](http://www.acc.co.nz/im-injured/make-a-complaint/).

**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](http://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](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



Sara Freitag  
**Acting Manager Official Information Act Services**  
Government Engagement

## Summary

### Objective

Different ACC groups are responsible for managing different types of complaints. This policy outlines the roles, responsibilities and expected outcomes for each group, and the rules about ownership of complaint information and assigning complaints.

### Owner

[Out of Scope]

### Expert

## Policy

### 1.0 Role

- a ACC business units, Accredited Employers (AEs) and Third Party Administrators (TPAs).

### 2.0 Responsibility

- a You must:
  - listen to the client and seek to understand what their concerns are
  - gather information and think about your approach to a resolution
  - respond to the client in a timely manner
  - escalate to the Customer Resolution team if multiple or complex issues are raised, or if the client has made a complaint under the Code of ACC Claimants' Rights
  - work with the Customer Resolution team to resolve client concerns.

### 3.0 Expectation

- a You must:
  - capture feedback information including complaints, and document it on Eos
  - make contact with the client
  - resolve concerns to the client's satisfaction within the parameters of the legislation, if possible
  - consider resolution outcomes that do not strictly fall within the parameters of the legislation, but are realistic and will achieve a meaningful resolution for ACC and the client
  - consider any recommendations given by the Customer Resolution team.

### 4.0 Customer Resolution - Role

- a Customer Resolution staff must assist clients, business units, Accredited Employers and Third Party Administrators achieve an outcome for client issues.

### 5.0 Customer Resolution - Responsibility

- a You must:
  - work in partnership with clients and staff
  - investigate complaint issues
  - issue written outcomes or decisions under the Code of ACC Claimants' Rights
  - approve services in line with delegations to resolve minor client concerns, such as one-off taxis or bank dishonour fees
  - support business units to restore relationships with clients
  - work in partnership with the Remote Claims Unit to resolve concerns and complaints raised by risky clients
  - gather information from the client to clarify their concerns and identify the resolution/s they would like
  - check information on Eos
  - consider policy, procedures and legislation
  - advise business units of the concerns and confirm the processes, expectations and timeframes for outcomes
  - develop a planned approach for a resolution of concerns
  - negotiate and recommend resolution outcomes with business units for complaints and review applications
  - document all contact information, investigation and documents on Eos
  - uphold the standards of the Code of ACC Claimants' Rights

### 6.0 Expectation

- a You must achieve an outcome when:
  - the concern is straightforward, can be dealt with easily and resolved by making one or two phone calls
  - the concern involves an urgent matter relating to entitlements or treatment
  - it's not clear which business unit or case owner should manage the issue.



## Summary

### Objective

ACC, Accredited Employers (AE) and Third Party Administrators (TPA) must meet their obligations when managing complaints.

### Owner

[Out of Scope]


### Expert

## Policy

### 1.0 Rules for managing complaints

| The...   | must...   | within...  |
|--|---|--|
| Customer Resolution team or managing Business Unit | contact the <a href="#">client</a>  | two working day of receiving the complaint<br>If we cannot contact the client by phone within this timeframe we must try again within two <a href="#">working days</a> |
| Customer Resolution team or managing Business Unit | try to resolve the issue  | four working days, or more if agreed to by the client  |
| Business Unit                                      | escalate to the Customer Resolution team if: <ul style="list-style-type: none"> <li>the issue is getting complex</li> <li>the client is talking about breaches of the Code</li> <li>the client wants the complaint escalated</li> </ul> | one working day  |
| Customer Resolution                                | acknowledge the complaint   | one working day of registering the complaint   |
| Customer Resolution                                | gather information on the <a href="#">ACC7407 Complaint Investigation issue history</a> form and liaise with ACC staff to resolve the issue/s   | no set timeframes apply  |
| Customer Resolution                                | issue a decision letter when the investigation is complete  | 20 working days, or the timeframe specified in the acknowledgement letter  |
| Business unit, AE, or TPA                          | implement the agreed resolution and notify Customer Resolution when complete  | the timeframe agreed with Customer Resolution  |
| Customer Resolution                                | complete a post-investigation follow up (PIFU)  | three working days after the resolution is implemented   |

 Rules for managing complaints Policy.PNG

 ACC7407 Complaint investigation issue history

## Summary

### Objective

ACC and its agents have a legislative responsibility to provide the highest practicable standard of service and fairness to clients. In order to fulfil our responsibilities, especially about our service, communication and behaviour you must understand your obligations and responsibilities under the Code of ACC Claimants' Rights.

See also Rules for managing complaints and Responsibility for managing complaints.

Owner

[Out of Scope]

Expert

## Policy

### 1.0 Applying the Code of ACC Claimants' rights

- a When dealing with clients ACC must fulfil its obligations in the Code of ACC Claimants' Rights (the Code).

Accredited employers and agents of ACC are subject to the Code and must provide the highest practicable standard of service and fairness.


### 2.0 The Rights

- a The Injury, Prevention, Rehabilitation, and Compensation (Code of ACC Claimants' Rights) Notice 2002 specifies eight rights.

Clients have:

- the right to be treated with dignity and respect
- the right to be treated fairly and have their views considered
- the right to have their cultures, value and beliefs respected
- the right to a support person or persons
- the right to effective communication
- the right to be fully informed
- the right to have their privacy respected
- the right to complain.

See Behaviours to uphold the Code of ACC Claimants' Rights for a more in-depth guide to each right and staff obligations.

 Behaviours to uphold the Code of ACC Claimants Rights

### 3.0 ACC philosophy

- a You must comply with ACC's philosophy for dealing with client problems, concerns or complaints. This philosophy supports the Code.

When a client raises a concern or complaint, you must:

- take the concern or complaint seriously
- commit to settling it in a fair, open and respectful manner
- resolve it as quickly as possible
- treat the client with courtesy
- keep the client informed at all stages
- take responsibility for working with the client until the issues are settled.

You must not discriminate against a client because they have raised a concern or complaint. Clients who raise a concern or file a complaint must not be disadvantaged in any way.

Whenever possible, we should learn from feedback or complaints and find new ways of working if recurring issues or themes are identified.

### 4.0 The purpose of the Code

- a The purpose of the Code of ACC Claimants' Rights is to meet clients' reasonable expectations about how ACC should deal with them. The Code provides a framework that enables us to deliver a high standard of service and fairness to clients. The Code achieves these objectives by conferring rights on clients and imposing obligations on ACC.

### 5.0 The spirit of the Code

- a The Code encourages positive relationships between ACC and clients. For ACC to assist clients, a partnership based on mutual trust, respect, understanding and participation is critical. Clients and ACC need to work together, especially in the rehabilitation process. The Code is about how ACC will work with clients to make sure they receive the highest practicable standard of service and fairness.

## 6.0 Exceptions

a The ACC Code of Claimants' Rights does not apply to:

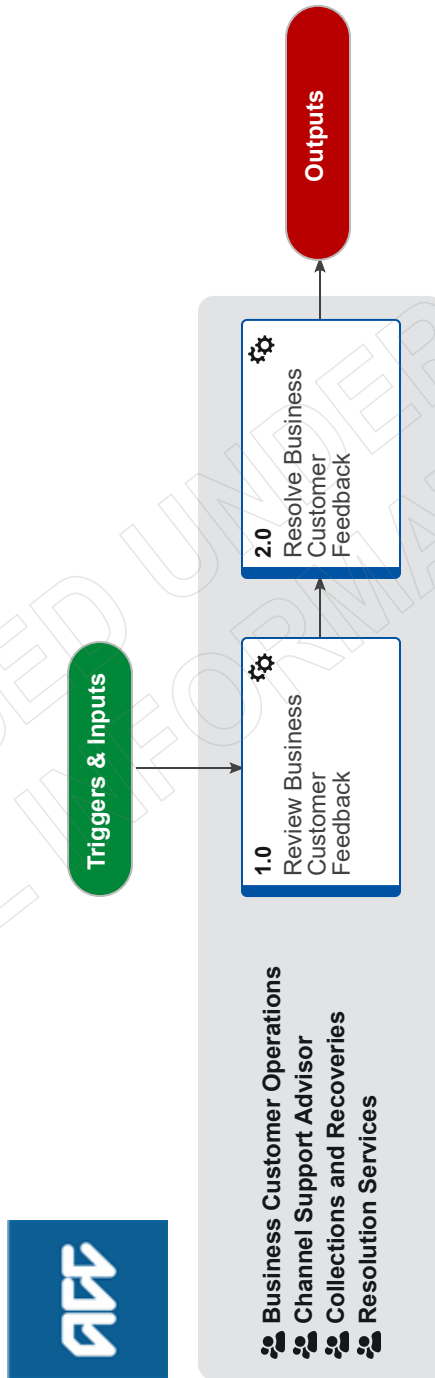
- dealings with clients before 1 February 2003
- disputes about cover and entitlements, including treatment and compensation, which are addressed through the independent review and appeal processes
- the provision of treatment services. Treatment services are covered by the Code of Health and Disability Services Consumers' Rights
- treatment and disability services purchased by ACC. Services purchased by ACC are covered by the Health and Disability Sector Standards and the Health and Disability Services (Safety) Act 2001
- employee performance issues
- a person who is not a claimant, or who does not have an actively managed claim

The client has the right to review a decision made about their complaint under the Code of ACC Claimants' Rights. However, AC Act 2001, Section 149(3) prohibits any further appeal to the District Court against that review decision.

Customer Resolution can investigate matters that do not fall within the scope of the Code. In these cases we will issue a written outcome which will not have review rights. However, if the client is dissatisfied with how we have handled their feedback they can raise a further complaint with the Office of the Ombudsman.

 Resolution Services

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RELEASED UNDER THE OFFICIAL INFORMATION ACT

## Summary

### Objective

Manage all customer feedback requiring follow-up to ensure timely and appropriate resolution

### Background

Feedback is recorded against a specific customer account or anonymously at the customer's request. There are 18 feedback categories a user must pick from when capturing and recording feedback items. This categorisation drives the automatic allocation of the feedback items to a queue for review, investigation and resolution. Feedback is recorded by type, channel and category.

### FEEDBACK TYPES:

**Dissatisfaction/Complaint:** used when a customer expresses dissatisfaction, whether verbally or in writing, about ACC's provision of, or failure to provide, a product or service.

**Compliment:** used when a customer expresses praise, satisfaction or encouragement, whether verbally or in writing, about ACC's provision of a product or service.

**Suggestion:** used when a customer provides a suggestion for improvement or change, whether verbally or in writing, to ACC's provision of a product or service.

#### High profile request types:

High profile feedback requires resolution from a specialist team. It may involve sensitive issues, or be of high interest to senior and executive management. This feedback must be manually escalated.

The following are all types of high profile request types:

**Official Information Act Requests:** for business customer account specific information or records for an account that is not a personal account.

**Privacy Act Requests:** for personal business customer account specific information or records for an account that is a personal account.

**Ministerial Requests:** requests received via the Minister's office that may be business customer account or non account specific

**Executive Contacts:** requests received via the office of the executive that may be business customer account or non account specific

**Requests for Review:** requests for review of a decision that has been made that impacts a business customer's account.

### AUTOMATIC ALLOCATION RULES:

Categorisation of feedback directs feedback for resolution to relevant team queues automatically when fast feedback is used. When full feedback is used the feedback can be manually updated to direct the feedback to another queue.

Business Support Advisors are sent ACC Comms Content, ACC Comms Design, Customer Service, Process and Other category feedback.

Levy Classification (Commercial Advisors) are sent Authorisation, Legislation or Privacy category feedback.

Collections and Recoveries are sent Payment Options category feedback.

Digital are sent Digital Offering category feedback.

Incentives are sent Incentive Products, Cover Product CP, Cover Product WPC, Cover Product CPX category feedback.

Levy Classification (Levy Classification Officers and Advisor) are sent Business Classification or Funding/Levy Rates category feedback.

External Engagement and Solutions are sent Campaign or Third Party Agency category feedback.

Risk Sharing, Policy Administration and Finance may have feedback assigned to their queue manually.

**Owner**

[Out of Scope]

**Expert**

## Procedure

### 1.0 Review Business Customer Feedback

**Business Customer Operations, Channel Support Advisor, Collections and Recoveries, Resolution Services**

**a** In Juno\_CRM, view Feedback (BCSD).

 View Juno\_CRM Feedback Activity

**NOTE #Workaround (WKA-023) What are the "extra view options" on the Associated Interaction View on feedback?**

If you are reviewing feedback through the interaction subgrid, you will see some extra view options. These are not valid and should be ignored.

**NOTE #Workaround (WKA-035)**

CRM feedback form shows 'current queue', but tasks do not. However if the 'owner' is a queue, that will be where the task is sitting. If the 'owner' is a person, the task has already been allocated to them to resolve.

**b** Determine whether you can resolve the feedback (BCSD).

**NOTE What if the feedback (BCSD) is outside of my authority or ability to resolve?**


Refer to a different individual or team, by reassigning the feedback (BCSD).

 Assign Feedback

**NOTE What if the Feedback (BCSD) contains sensitive information?**

Phone the Business Support Adviser Team and they will assign a sensitive marker to the Feedback.

 Create and Assign Task to User or Queue

 Assign Feedback Item to Sensitive Information Team

**NOTE What if you need to remove a sensitive marker from Feedback?**

Phone the Sensitive Team and they will remove the sensitive marker from the Feedback.

 Remove Sensitive Assignment



## 2.0 Resolve Business Customer Feedback

Business Customer Operations, Channel Support Advisor, Collections and Recoveries, Resolution Services

### a Investigate the feedback (BCSD).

**NOTE** What if the feedback (BCSD) is a complex or high-profile Official Information Act or Privacy Act request?

Consult with Government Services before proceeding with the feedback (BCSD).

When required, email the request to Government Services (GovernmentServices@acc.co.nz) to resolve.

In Juno\_CRM, complete the feedback (BCSD) on the relevant Customer Account, noting that this request has been sent to another team to resolve.

 Complete Feedback on Customer Account

**NOTE** What if the feedback (BCSD) is a request for formal review?

In Juno\_CRM, add an "Other" type flag to the customer's account to indicate there has been an application for review received before continuing to investigate the feedback (BCSD).

 Create a Flag

**NOTE** What if further information is required from the customer or their authorised third party to resolve the feedback (BCSD)?

In Juno\_CRM, check for contact channel preferences, contact the customer or their authorised third party to acknowledge receipt of the feedback (BCSD) and request the additional information or clarification required.

In Juno\_CRM, record every interaction related to the feedback (BCSD) when engaging with the customer or authorised third party to gather information.

When sufficient information has been received continue with the feedback (BCSD).

 **PROCESS** Perform Authorisation Check - Business Customer

 Add an Interaction to Feedback

**NOTE** What if further information is required from an internal ACC team to resolve the feedback (BCSD)?

Request the additional information or clarification required.

In Juno\_CRM, record every interaction related to the feedback (BCSD) when engaging with others to gather information.

When sufficient information has been received continue with the feedback (BCSD).

 Add an Interaction to Feedback

### b Provide the customer with resolution to the feedback (BCSD).

 View Interaction Related to Feedback

**NOTE** What if the customer is not satisfied with the resolution?

In Juno\_CRM, update the feedback (BCSD) details and reassign to the appropriate team.

 Add an Interaction to Feedback

 Assign Feedback

**NOTE** What if you are unable to resolve the feedback (BCSD)?

In Juno\_CRM, update the feedback (BCSD) details and reassign to the appropriate team.

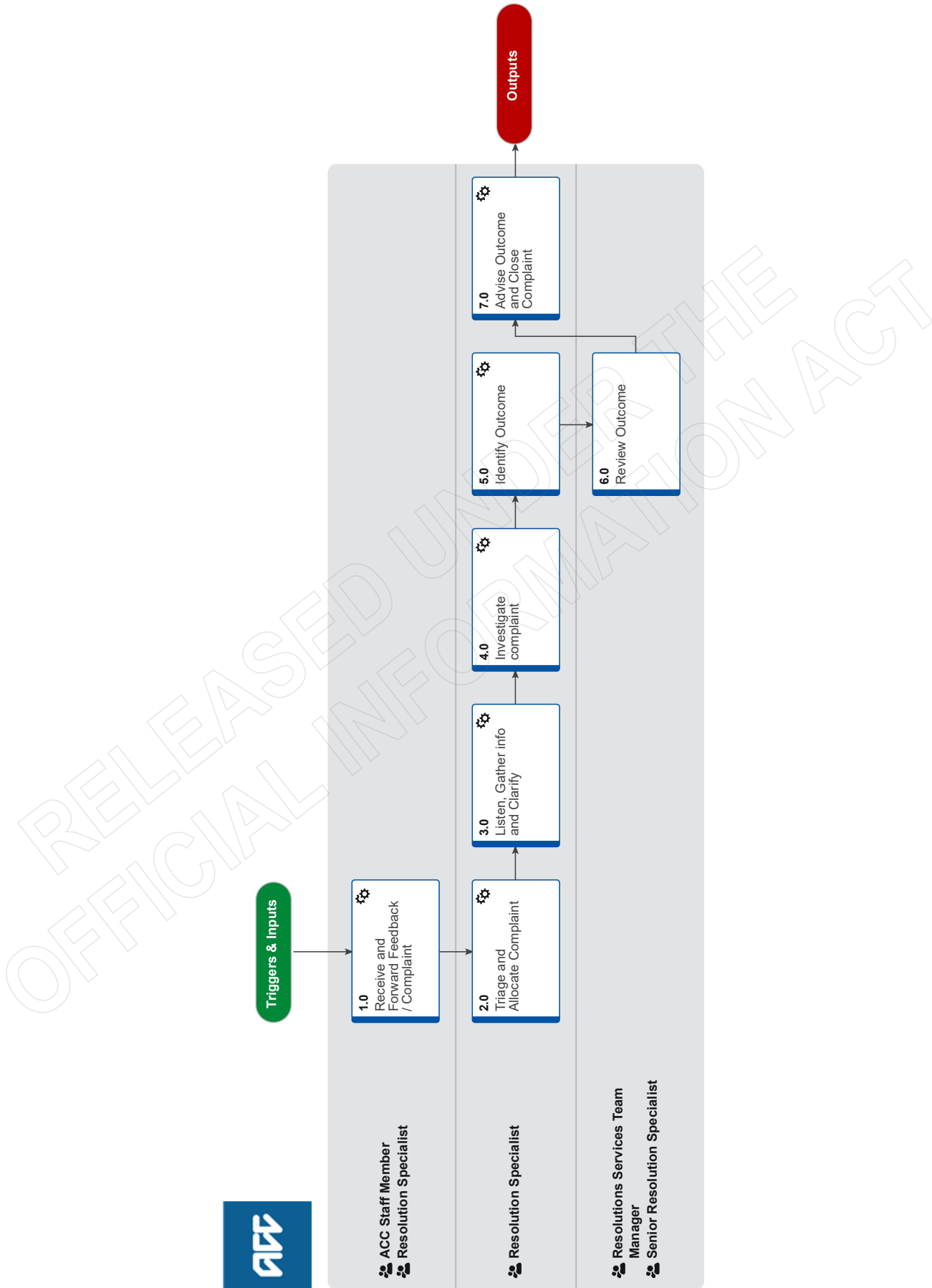
 Add an Interaction to Feedback

 Assign Feedback

**C** In Juno\_CRM, complete the feedback (BCSD).

 Complete Feedback on Customer Account





## Summary

### Objective

To ensure any concerns or complaints shared by a client, their authorised representative, business customer or provider are captured and addressed.

### Background

All ACC clients, their authorised representatives, business customers or providers can share their concerns about a decision we've made or the service we've provided. They can make a complaint or discuss their concerns with us. These are managed at local level (by staff receiving the complaint), or by the Customer Resolution team.

Customer Resolutions work with clients and ACC to resolve issues that have been escalated to them. They will also investigate and respond to complaints made under the Code of ACC Claimants Rights.

Owner [Out of Scope]

Expert

## Procedure

### 1.0 Receive and Forward Feedback / Complaint

ACC Staff Member, Resolution Specialist

- a** Receive complaint or feedback sharing concern.

**NOTE** What if it was received via phone call and you are a Resolution Specialist?

Go to 3.0g.

**NOTE** What if it was received via phone call and you are not a Resolution Specialist?

Complaints can be addressed at local level (by the person receiving the complaint of local management.  
If the issue cannot be resolved with the client or the client specifically requests, transfer the call to the Customer Resolutions Team via their hunt line 80583 or advise caller to ring 0800 650 222. This process ends.

**NOTE** What if it was received via other channels? (le Email, heartbeat, letters, social media, etc.)

Complaints can be addressed at local level (by the person receiving the complaint of local management.  
Email feedback, concern or complaint to customerfeedback@acc.co.nz. This process ends.

### 2.0 Triage and Allocate Complaint

Resolution Specialist

- a** Open the allocations spreadsheet and check capacity of Resolution Specialists to ensure equal allocation.

**NOTE** How do you access the allocations spreadsheet?

The allocations spreadsheet is located in the Customer Resolution Team's shared folder found here: \\ACCFILES\Data\Branch Servers\Customer Resolution\Triage and Allocations\Resolution Services Triage Allocations 2.xls

**NOTE** What do you need to consider when allocating?

Consider the current workload of the Resolution Specialist (le Do they have complex / code investigations?)

**NOTE** What time do you need to complete allocations by?

Allocations must be done in the morning by 9am. However, the mailbox must be monitored intermittently throughout the day as new complaints could come in during the course of the day.

- b** Check the 'customer feedback' mailbox in Outlook and open the oldest email.


- c** Review email to determine the rating of the complaint.

**NOTE** What is a rating?

A rating is used to add weighting to complaints, to ensure an even distribution of work.

**NOTE** What do you need to consider?

- Is there already an open or recent complaint?
- Has the client made any previous complaints?
- What type of complaint is it? (le Chief Executive, Ministerial, Business, Provider, Remote Claims Unit, etc)
- Is the client on a management plan?
- Does the client have a care indicator?
- Is there an advocate involved?
- Will the complaint involve extensive work? (le Looking through a large file)
- Is the complaint high risk? (le Has it been escalated? Is there media risk?)
- Is the client asking for an investigation under the Code of Claimants' Rights?
- Could this be a potential Code of Claimants' Rights investigation?

-  Working with the Code of ACC Claimants' Rights Policy

**NOTE** What if there is uncertainty of complaint received and you require additional support?

If there is any uncertainty or complaint requires immediate escalation, advise the Senior Resolution Specialist or Team Manager.

- d** Assign a rating to the complaint. Refer to Customer Resolutions Allocation Rating Guide.

-  Allocation Rating Guide - Customer Resolutions

- e** In Eos, locate the party record and create a feedback case (for all complaints rated 2-7).

**NOTE** What if the person making the complaint cannot be located in Eos?

This is called an anonymous complaint. Use the Eos Party record 'Mr ACC Customer Resolutions'.

**NOTE** What if it is a Remote Claims Unit complaint?

Do not create a feedback case, forward the complaint in an email to [Out of Scope] or [Out of Scope] (Pseudonym Resolutions Specialists).

**NOTE What if it was rated as a Level 1?**

- Do not create a feedback case as it is likely that there will not be multiple actions/interactions on the complaint
- Forward the email to a Resolution Specialist advising 'no feedback case required'.
- Update the allocations spreadsheet
- Go to 2.0k

**NOTE What if it is a complaint/concern received by a Business Customer?**

In Juno, create a feedback case (for complaints rated 2-7).

**f** Assign the feedback case to the most appropriate Resolution Specialist and update the allocations spreadsheet.

**g** Complete all fields in the Task Template.

**NOTE Where is the Task Template located?**

The Task Template is located in a shared folder and can be found here: \\ACCFILES\Data\Branch Servers\Customer Resolution/Triage and Allocations/TASK TEMPLATE.docx

**h** Copy the Task Template information into the email and forward to a Resolution Specialist.

**i** Copy the Task Template information into the [feedback case]task that has been assigned to the Resolution Specialist.

**j** Access the Resolution Specialist's task queue and take the task off hold. This will ensure the task is not 'hidden'.

**k** Move the email from the 'customer feedback' mailbox to the relevant Resolution Specialist's email folder.

**NOTE What if it was a Chief Executive complaint?**


Add this to the report located in \\ACCFILES\Data\Branch Servers\Customer Resolution/Reports/CE report

**NOTE What if it was a Provider Complaint?**

Add this to the report located in \\ACCFILES\Data\Branch Servers\Customer Resolution/Reports/Provider report

### 3.0 Listen, Gather info and Clarify Resolution Specialist

**a** Upload the original email received (with complaint information) into Eos using the filing away process. Refer to Inbound Filing Away of Emails and Email attachments - System Steps.

 Inbound Filing Away of Emails and Email attachments - System Steps

**b** Link the relevant claim to the feedback case.

**c** Review the complaint information in the email to understand the issue.

**NOTE What if it is a Ministerial or Chief Executive complaint?**


Notify the Ministerial team or Executive office that you are managing this complaint.

**NOTE What if it is an Accredited Employer or Third Party Administrator complaint?**

Send an email to aepquires@acc.co.nz to inform them that you have received a complaint and keep them updated with the outcome.

If the complaint is a work related claim, please also make the Employer aware of the complaint. The list of employer contacts can be found on the Accredited Employer Te Whariki page under prime contact.

For all non-work claim complaints – please email TPAsupport@acc.co.nz

 Accredited Employer Te Whariki Page

**d** Review claim in Eos or Juno (if it is a Business Customer Complaint) to obtain greater understanding of history and situation.

**NOTE What do you need to review?**

Familiarise yourself with the claim by reviewing contacts, documents and tasks in Eos; or Interactions and documentation in Juno.

**e** Contact relevant business unit to advise that a complaint has been received.

**f** Acknowledge complaint has been received by making contact with the person who made the complaint (within 48 hours where possible) and save contact/interaction note including any documents in Eos or Juno.

**NOTE What do you do to acknowledge the receipt of a complaint?**

You can acknowledge the receipt of the complaint via:

- Phone call
- Email or
- In writing, using the COM03 letter in Eos.

 COM03 Acknowledgment of your complaint

**g** Discuss the issue/complaint with the person who is making the complaint (to understand from their point of view), what is the issue/concern and what outcome is being sought.

**NOTE What if complaint resolution is achieved on the call?**


Go to 7.0g.

**h** Advise them of the next steps to be taken, including expected timeframes. Set clear expectations with the client around how they would like to be communicated with throughout the process. (Ie Does the client want regular updates?)

**i** Record details of the conversation in Eos or Juno and create a feedback case or dissatisfaction contact, if required (Ie a feedback case may not have initially been created).


### 4.0 Investigate complaint Resolution Specialist

**a** Determine what type of complaint it is (Ie Is it code or non-code?). Refer to Working with the Code of ACC Claimants' Rights Policy.

 Working with the Code of ACC Claimants' Rights Policy

**NOTE What if it is a code complaint?**

- Create the ACC7407 Complaints investigation issue history form.
- Ensure each of the issues for investigation are recorded separately on this form as well as in the Eos feedback case.

 ACC7407 Complaint investigation issue history

**NOTE What information do you need to add to the ACC7407 Complaints investigation issue history form?**

The form needs to clearly show the information you have gathered and considered as part of your investigation that will determine the outcome decision you make.

**NOTE What if it is a service complaint that can be resolved by another unit?**

- Forward to the appropriate Team Manager in the relevant business unit
- Advise client of next steps
- Go to 7.0g.

**b** Consider whether you need to seek advice/input from another business unit to help in your investigation.

**NOTE What are other business units or teams that you may consider?**

- Branch/Sites/Hubs
- Privacy team
- Technical services
- Clinical services
- Legal Services
- Government Services
- Accredited Employers
- Third Party Administrators

**NOTE What if you need input from a business unit?**

Call or send task as appropriate.

**NOTE What if it is a complex complaint or code investigation relating to a privacy issue?**

Send an email to [privacy.officer@acc.co.nz](mailto:privacy.officer@acc.co.nz) with the following information:

For Resolution Services to complete Resolution Specialist/Review Specialist:  
 Customer name:  
 Claim number:  
 Relevant ministerial, government services or review identifier:  
 Date complaint/review received:  
 Factual summary and timeline  
 Please include relevant privacy history including previous privacy advice.  
 Privacy advice required:

Privacy Team to complete  
 Privacy Advisor:  
 Privacy advice:  
 Any other comments/considerations:

**c** Complete a full review of the claim file(s), party record and all other relevant information you have been provided from other parties.

**d** Document all steps of the investigation in Eos or Juno.


**NOTE What if it is a code complaint?**

- Update the ACC7407 Complaints investigation issue history form
- Upload the ACC7407 form to the feedback case in Eos.

**5.0 Identify Outcome**

**Resolution Specialist**

**a** Determine the outcome of the investigation.

 Working with the Code of ACC Claimants' Rights Policy

**NOTE What if there was a breach?**

Discuss best approach and course of action (ie apology or remedy) with Team Manager in the relevant business unit and record in Eos.

**NOTE What if it is a Ministerial or Chief Executive complaint?**

Email the Ministerial team or Executive office to advise the outcome.

**NOTE What if it was a dissatisfaction or non-code complaint?**


- Go to 5.0c if it was a complex complaint and a letter needs to be sent
- Go to 7.0d if it was a non-complex complaint and a letter is not required

**NOTE What if you are unsure or would like further input on the outcome determined?**

Check with a colleague, a Senior Resolution Specialist or Resolution Team Manager.

**b** Finalise the ACC7407 Complaints investigation issue history form and consider all the evidence you have found in your investigation.

**c** Create the COM01 Findings letter.

 COM01 Your complaint - Findings

**d** Email draft COM01 Findings letter to the Senior Resolution Specialist or Team Manager for checking.

**6.0 Review Outcome**

**Resolutions Services Team Manager, Senior Resolution Specialist**

**a** Review the COM01 Findings letter and provide feedback, if any.

**NOTE What do you need to check?**

Check rationale and findings, as well as spelling and grammar.

**b** Email the COM01 Findings letter back to the Resolution Specialist with feedback.

**7.0 Advise Outcome and Close Complaint**

**Resolution Specialist**

**a** Receive COM01 Findings letter back and make any updates/changes, or re-investigate complaint as required.

**b** Upload the COM01 Findings letter to the feedback case in Eos.

**c** Email a copy of the COM01 Findings letter to the Team Manager of the relevant business unit.

**NOTE What if it was a Ministerial or Chief Executive complaint?**

Email the Ministerial team or Executive office to advise the outcome.

**d** Contact the person who made the complaint to discuss and inform them of findings and/or outcome decision.

**e** Record details of the conversation in Eos or Juno.

**f** Send COM01 Findings letter (if it is a code complaint) to the person who made the complaint.

- g Complete the feedback case e-forms and close task to ensure complaint is closed.

**NOTE What if there was no feedback case created?**

Ensure contacts and any outgoing documents are captured in Eos or Juno.

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RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

Your feedback number is **[Feedback number auto]**

[Date auto]

[Client Title Auto] [Client First Name Auto] [Client Last Name Auto]

[Additional Recipient Reference Auto]

[Address Line 1 Auto]

[Address Line 2 Auto]

[Suburb Auto]

[Town Or City Auto] [Post Code Auto]

Dear [Client Title Auto] [Client Surname Auto]

### **Your complaint**

I have completed my investigation of your complaint made to ACC's Customer Resolution team on date.

My understanding of your complaint is explanation of issue 1.

Explanation of issue 2. Add further paragraphs for additional issues as needed.

SECTION 1 - Summary of investigation findings and explanation of whether there was a Code breach/no breach. This section may be several paragraphs long depending on the number or complexity of issues.

SECTION 2 - This section should explain the resolution outcome. The resolution outcome may include an apology as part of the letter, plus additional applicable outcomes. A resolution outcome may be applicable in either case of a Code breach or not.

### **[OPTION 1 START - Delete if not applicable]We're here to help**

If you'd like to talk about this decision or have any questions, please just get in touch with me using the contact details below.

I've also enclosed an information sheet that describes what to do if you disagree with our decision. There are a number of ways we can work with you to resolve things, so please just get in touch and we can talk about it.

If we can't resolve things easily you may want to have our decision reviewed. To do this you'll need to apply in writing within three months of the date of this letter. In some circumstances we can accept late applications, such as if events outside your control prevent you from applying in time.

[OPTION 1 END]

[OPTION 2 START- Delete if not applicable]Unfortunately we're unable to consider your complaint under the Code because [if appropriate insert a reason, if not delete]. You can contact the Office of the Ombudsman if you wish to make a further complaint. For more information call 0800 802 602 or go to [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz). [OPTION 2 END]

[OPTION 3 START - Delete if not applicable]If you have any further concerns about your privacy, or personal information held by ACC you can make a complaint to the Office of the Privacy Commissioner by calling 0800 803 909, or visit their website [www.privacy.org.nz](http://www.privacy.org.nz) for further information. [OPTION 3 END]



Yours sincerely

[Staff\_Name auto]

**[Job Title auto]**

Telephone: [Telephone auto]

[OPTIONAL]Encl. *Working together*

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT



Your feedback number is **[Feedback number auto]**

[Date auto]

[Client Title Auto] [Client First Name Auto] [Client  
Last Name Auto]  
[Additional Recipient Reference Auto]  
[Address Line 1 Auto]  
[Address Line 2 Auto]  
[Suburb Auto]  
[Town Or City Auto] [Post Code Auto]

Dear [Client Title Auto] [Client Surname Auto]

### **Acknowledgement of your complaint**

I am writing to let you know ACC's Customer Resolution team received your complaint on [date] and I have been appointed to look into your concerns.

At ACC we take all feedback seriously. We understand that you feel dissatisfied with the service we have provided you, as such, we want to work with you to understand this and work towards a resolution.

From here I will contact those who are involved with your claim to talk about your concerns and work with you both to seek a resolution. You can expect to hear back from me by [date] to discuss any next steps.

### **We're here to help**

If you'd like to talk with me or you have any questions, I'd be happy to help. Please phone me on the number below.

Yours sincerely

[Staff Name auto]

**[Job Title auto]**

Telephone: [Phone number]