



Summary

Objective

To discuss a verbal complaint with the customer or their representative when it has been received by ACC to ensure that early resolution is achieved where possible, or the right information is recorded before a feedback case is created.

Background

A verbal complaint can be received by the ACC Customer Resolutions Team via external call to the Customer Resolutions Team 0800 number, internal transfer, or return call request. A verbal complaint may be resolved during this process or may require escalation and further assessment.

Owner [Name withheld]

Expert

Procedure

1.0 Receive verbal complaint in Customer Resolutions Team

Resolution Specialist

- a Receive complaint or feedback sharing concern.
- b Confirm you are speaking to the right person and have the correct claim information open in Eos, using the appropriate authorisation process.

NOTE What if the verbal complaint is being made by a representative?

Check that there is a current Authority to Act (ATA) for them on file.

-  Advocate Communications Policy
-  Advocates and holders of Authority to act

NOTE What if a translator is required to speak with the customer?

Review the 'When to use an Interpreter' Policy and engage an interpreter.

-  When to use an Interpreter Policy

- c Confirm ACC has the correct customer/representatives contact details in Eos and update as required.

NOTE What if the email address has not been verified?

- If the email address has been added to Eos but not yet verified - ask the customer/representative to check their emails and return the verification as soon as possible.

- If the email address has NOT been added to Eos, follow the steps outlined in the 'Update Client Party Records' process.

 **PROCESS** Update Client Party Records

- d Acknowledge complaint or concern received with the caller.

1.1 Receive verbal complaint in another business unit

ACC Staff Member

- a Receive complaint or feedback sharing concern.
- b Resolve issue by addressing concerns or escalate to your Team Leader (or Client Service Leader) as appropriate.

NOTE What if the issue cannot be resolved or the customer or representative requests that the complaint be considered by the ACC complaints service?

Transfer the call to the Customer Resolutions Team via their hunt line 80583 or advise the caller to phone 0800 650 222. This process ends.

NOTE What if the customer or representative asks for the complaint to be managed by a Deputy Chief Executive, Chief Executive Office, or the ACC Board?

Advise the customer that complaints are managed by our Customer Resolution Team and that a Resolution Specialist will ensure that any complaints are appropriately escalated to the right person.

Transfer the call to the Customer Resolutions Team via their hunt line 80583 or advise the caller to phone 0800 650 222. This process ends.

- c In Eos, record a contact detailing the conversation. This process ends.

2.0 Confirm issue and discuss resolution options

Resolution Specialist

- a** Discuss the issue or complaint with the customer or representative, to gain understanding of the customer's point of contention or grievance.

NOTE What information is needed from the customer or representative?

Ask the customer or representative to explain:

- what the specific dissatisfaction is. This might include when an issue occurred, who was involved, what the impact was, and what the customer or representative's expectation was.
- what they are hoping to achieve as an outcome to the complaint.

NOTE What if the call was not a complaint?

In Eos, record the details of the conversation as "Contact with Claimant" or "Contact with Advocate" or "Contact with Family/Whanau" as appropriate. Go to 3.0b.

- b** Discuss resolution options with the customer or representative to gain understanding of whether this can be resolved quickly or if a feedback case may need to be created.

NOTE What resolution options might be considered?

The resolution options that might be considered depends on the nature of the complaint and what the customer or representative would like as an ideal outcome. This could be:

- a formal complaint investigation or findings under the Code of ACC Claimants' Rights
- a resolution offer
- an apology
- feedback to be provided, or
- a more tangible outcome such as escalating a payment request or information on a process.

3.0 Resolve complaint and record dissatisfaction contact

Resolution Specialist

- a** In Eos or Juno_CRM, add a contact or interaction (as appropriate), recording the discussion points from the conversation.

NOTE How should the contact be recorded in Eos?

The contact should be recorded as a dissatisfaction contact on the relevant claim or party record. The additional drop down boxes should be selected based on the main point of the customer's dissatisfaction.

If the customer had more than one main/primary issue, consider creating two separate dissatisfaction contacts to record the contact.

- b** In the CRT Early Resolution Tool, record the interaction, ensuring that the relevant drop down options selected are the same as what you selected in EOS.

 CRT Early Resolution Tool

NOTE Why do the drop-down boxes in the CRT Early Resolution Tool need to be the exact same as what has been selected in Eos?

This information is used in reporting, therefore it's important that information is tracked accurately to identify trends.

NOTE What if the complaint was able to be resolved?

If you need to follow up with an internal party or need to contact the client again, create a 'general' task outlining your next steps and ensure that an appropriate target date is set.

Go to the 'Implement Complaint Outcome' process.

 **PROCESS** Implement Complaint Outcome

NOTE What if the complaint is still unresolved, or the customer or their representative requests a formal complaint investigation or findings under the Code of ACC Claimants' Rights?

Advise the customer or their representative that their complaint will be allocated to a Resolution Specialist who will contact them within 2 working days.

4.0 Collect information for feedback case

Resolution Specialist

- a** Collect the following information from the customer or representative:

- The relevant claim and/or party record
- What the specific dissatisfaction is. This might include when an issue occurred, who was involved, what the impact was, and what the customer or representative's expectation was.
- What they are hoping to achieve as an outcome to the complaint
- The best way to contact the customer or representative.

- b** Email the collated information to customerfeedback@acc.co.nz.

- c** Close the call and add a contact/interaction in Eos or Juno_CRM.

Proactively released