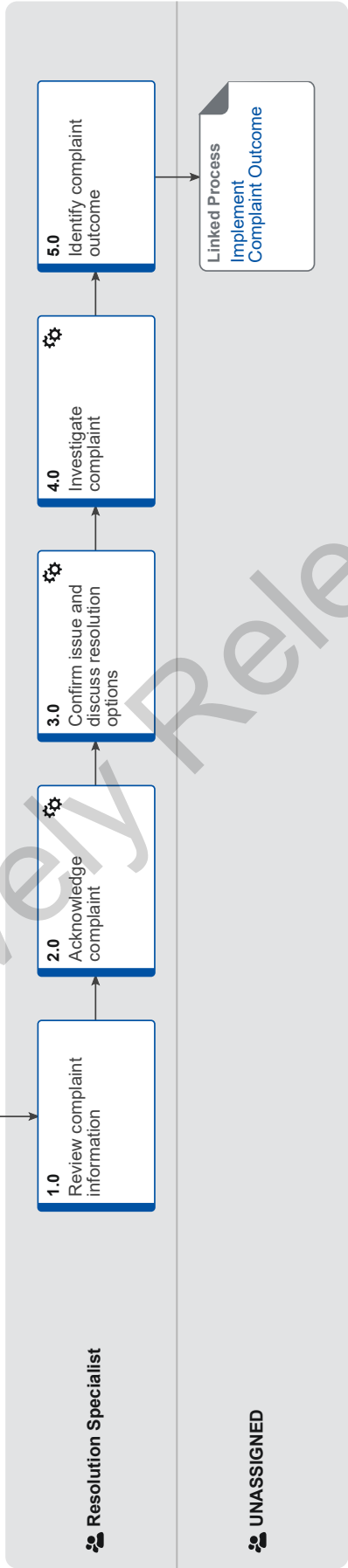


Proactively Released



Summary

Objective

To manage and resolve a complaint with the customer or their representative when early resolution is unable to be achieved following a verbal complaint, or ACC receives a written complaint. This process occurs after the Triage and Allocate Complaint process.

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

[Name withheld]

Expert

Procedure

1.0 Review complaint information

Resolution Specialist

- a Receive feedback case allocation via task.
- b Review the information in the original complaint correspondence to understand what the customer or representative is dissatisfied with.

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.

2.0 Acknowledge complaint

Resolution Specialist

- a Contact the customer or representative by phone within 48 hours of receiving the allocation to acknowledge receipt of the complaint. Consider contacting the customer or representative immediately if it is a priority complaint.

NOTE What if the client is unable to be contacted by phone?

If the client prefers email or written correspondence, or is unable to be contacted by phone because they have a communication plan, contact the client using a verified email address or send the relevant information to them using a 'COM03 Acknowledgement of your complaint' letter.

NOTE What complaints should be prioritised as urgent?

Complaints are priority complaints in the following circumstances:

- They have also been escalated to the Customer Response team (due to a media or reputational risk)
- They involve delays in weekly compensation payments or the customer is in financial hardship
- The customer mentions self-harm, or there is a vulnerable client indicator and there is a reasonable risk of deterioration in client wellbeing related to the complaint.

COM03 Acknowledgment of your complaint

NOTE What if the complaint is received 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

- b Confirm you are speaking to the right person and have the correct claim information open in Eos, using the appropriate authorisation process.
- 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

3.0 Confirm issue and discuss resolution options

Resolution Specialist

a Advise the customer or representative:

- the reason for the call
- the complaints process (including the focus for ACC to seek resolution)
- the role of the Resolution Specialist.

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

c Discuss resolution options with the customer or representative.

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.

NOTE What is the expected outcome of the conversation?

The expected outcome of this conversation is to understand the customer's point of contention or grievance, and help the Resolution Specialist or person dealing with the complaint understand the next steps and possible resolution pathways.

d Advise the customer or representative of the next steps, including expected timeframes for the investigation. Discuss when the client will be contacted with updates and close the call.

NOTE When should the client be contacted with updates?

Depending on the complexity of the complaint, discuss with the client when they would like to be contacted for updates. This could include:

- After we have gathered all of the relevant information including call recordings
- After we have spoken to relevant people about the complaint
- After we have reviewed the relevant information
- After we have drafted our outcome to talk through it.


e In Eos or Juno_CRM, record a contact or interaction (as appropriate), to record the discussion points from the conversation.

NOTE How should the contact be recorded in Eos?

Under the relevant feedback case, record the details of the conversation as "Contact with Claimant" or "Contact with Advocate" or "Contact with Family/Whanau" as appropriate.

NOTE What if complaint resolution is achieved on the call?

Go to the 'Implement Complaint Outcome' process.

 **PROCESS** Implement Complaint Outcome

4.0 Investigate complaint

Resolution Specialist

a Notify the relevant business unit that a complaint has been received by phone or email.

NOTE What if the complaint is about an issue on a claim that is managed by Supported Recovery or Partnered Recovery?

Notify the Recovery Team Member (RTM) who is managing the claim.

The notification must include:

- A reminder that complaints are an important part of improving services to customers, and the knowledge of a complaint being raised must not impact any decisions we make or how we treat the customer in line with the Code of Claimants' Rights.
- The complaint details should be kept confidential and not accessed by those outside of Resolution Services. If there are any queries about the complaint, the RTM can contact the assigned Resolution Specialist.

NOTE What if the complaint is about an Accredited Employer (AE) or Third Party Administrator (TPA)?

- If the complaint is about an AE (work injury claims only) - email the findings letter to aepqueries@acc.co.nz
- If the complaint is about a TPA (non-work injury) - email the findings letter to tpasupport@acc.co.nz

NOTE What if the complaint is relating to provider conduct?

Let the customer know that the feedback will be passed on to the relevant Engagement Provider Manager (EPM) to investigate the complaint and manage the complaint within the Provider Management Framework.

Set expectations that ACC takes complaints seriously however any outcomes of the complaint are unlikely to be shared with the customer because of privacy restrictions.

Consider referring the customer to the relevant professional body or Health & Disability Commissioner (HDC).

NOTE What if the complaint is about a staff member's actions, behaviour, communication, service, or conduct in their current role?

Notify the staff member's current Team Leader. The staff member's current Client Service Leader will also be notified if the complaint allegations are serious in nature.

NOTE What if the complaint is about a staff member's actions, behaviour, communication, service, or conduct in a previous role?

Notify a Client Service Leader in the space where the staff member was working at the time that the action/behaviour occurred. The Client Service Leader can then delegate to a member of their team if required.

NOTE What if the complaint relates to a privacy issue?

Send the following information in an email to privacy.officer@acc.co.nz and they will complete their section and send it back:

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:

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. Notify the Principal Advisor (Customer Response) who will advise whether the complaint should be escalated.

NOTE What if the complaint relates to rongoā services?

Let the customer know that feedback will be passed on to the Māori Health team to investigate the complaint and manage the complaint within the Provider Management Framework.

Set expectations that ACC takes complaints seriously however any outcomes of the complaint are unlikely to be shared with the customer because of privacy restrictions.

Email the details of the complaint to maorihealth@acc.co.nz.

NOTE What if the complaint relates to the actions of staff in Resolution Services?

Notify Principal Advisor (Customer Response) and ask that they review the investigation and outcome of the complaint before notifying the customer or representative. Ensure that the Resolution Manager and Senior Resolution Specialist are made aware of the complaint and outcome.

b In Eos, review claim to obtain understanding of history or situation.

NOTE What do you need to consider?

Depending on the nature of the complaint, you may need to review contacts, documents, tasks, interactions, call recordings, or transcripts.

c 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 seeking advice or input from?

- Sites/Hubs
- Customer Response
- Privacy team
- Technical services
- Clinical services
- Legal Services
- Government Services
- Accredited Employers
- Third Party Administrators
- Process experts
- Contract managers

d Consider whether Alternative Dispute Resolution would be appropriate.

NOTE What if an Alternative Dispute Resolution is appropriate?

Go to the 'Prepare and Attend an Alternative Dispute Resolution' process.


 **PROCESS** Prepare and Attend an Alternative Dispute Resolution (ADR)

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

f Document all steps of the investigation in Eos using your working task on the feedback case.

NOTE What if it is a complex complaint or Code investigation?

Generate and complete an 'ACC7407 Complaints investigation issue history' form. Upload the ACC7407 form to the feedback case when the investigation is complete.

 ACC7407 Complaint investigation issue history


5.0 Identify complaint outcome

Resolution Specialist

a Determine the outcome of the complaint investigation.

NOTE What if the complaint relates to the actions of staff in Resolution Services?

Notify the Resolution Manager, Senior Resolution Specialist and Principal Advisor (Customer Response) and ask that they review the investigation and outcome of the complaint before notifying the customer or representative.

 Working with the Code of ACC Claimants' Rights Policy

 **PROCESS** Implement Complaint Outcome
UNASSIGNED
