

13 May 2019

Jan MacPherson

Fyi-request-10085-cf91b754@requests.fyi.org.nz

Dear Jan

Your Official Information Act request, reference: 0054109

Thank you for your email of 12 April 2019, asking for the following information under the Official Information Act 1982 (the Act):

1. *How many complaints have been made by claimants against the following assessors:*
 - *Dr Alan Farnell*
 - *Dr John Collier*
2. *Particularly in relation to reports prepared by these assessors which claimants have disagreed with and have lodged statements of corrections (if appropriate).*

Complaints about assessors may be made to a number of different places

Complaints about assessors may be made to the Claims Management Team who would deal with them directly or others may be made to the Engagement and Performance Manager. Clients may also lodge complaints about doctors with the Health and Disability Commissioner. We do not have access to those complaints.

The Engagement and Performance Manager has searched their database to see how many complaints have been logged against each of these doctors and has provided the following information.

- In 2017 two complaints were received about consultations with Dr Farnell.
- In 2019 one complaint was received about Dr Collier regarding a technological issue.

To ascertain the number of complaints that may have been received by the Claims Management Team would require a manual search of individual claim files. The information cannot be made available without substantial collation or research. We therefore decline this part of your request under section 18(f) of the Act.

Statements of correction

If a report written by either Dr Farnell and Dr Collier was found to contain information that was incorrect, the client could add a statement of correction to the report. The statement of correction would be added to the report in a way that it would always be read in conjunction with the report. The assessors report is held on an individuals' claim file. To find the number of times a statement of correction has been added to a report by Dr Farnell and Dr Collier would require a manual search of approximately eighteen hundred individual claim files. The information cannot be made available without substantial collation or research. We therefore decline this part of your request under section 18(f) of the Act.

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Emma Coats', with a stylized flourish at the end.

Emma Coats
Manager Official Information Act Services
Government Engagement & Support