

12 November 2020

David Lawson
fyi-request-13983-c9865a51@requests.fyi.org.nz

Tēnā koe David

Time Extension of your Official Information Act request, reference: GOV-007357

Thank you for your email of 14 October 2020, asking six sets of questions regarding the Remote Claims Unit under the Official Information Act 1982 (the Act).

ACC needs extra time

The Act requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to Thursday 3 December 2020.

This extension is necessary because we are still undertaking the consultation necessary to make a decision on your request and as such a proper response cannot reasonably be made within the original time limit.

How to get in contact

Please contact me on Government.Services@acc.co.nz if you would like to talk about this letter. I will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

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.

Nāku iti noa, nā



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support