

19 March 2014

Gladys Webster
fyi-request-1485-21502900@requests.fyi.org.nz

Dear Ms Webster

Official Information Act 1982 – Notification of Time Extension

On 20 February 2014, ACC received your request asking for the following information:

1. *'Please outline for claimants exactly what the appropriate remedies and rights of appeal are under the Accident Compensation Act 2001... in protecting the claimant from harm by ACC'*
2. *'Is there some kind of agreement (written, unspoken or tactical) between ACC and the HDC that protects each agency and means only the cases resulting in severe harm and death are investigated?'*

ACC received four emails from you on 20 February 2014, asking a total of 16 questions relating to claim issues. ACC is considering these four emails as one request.

Your request asks for a large amount of information and meeting the original time frame would unreasonably interfere with ACC's operations. Due to this ACC is extending the timeframe for its decision on your request pursuant to section 15A of the Official Information Act 1982.

In forming this decision, ACC also gave consideration to section 18(f) of the Act, which allows agencies to refuse requests where making the information available requires '...substantial collation or research'. ACC needs an extra 20 working days until 17 April 2014 to complete this request.

Please contact me at terence.routledge@acc.co.nz if you would like to discuss 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 still not happy, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, PO Box 10 152, Wellington 6143.

Yours sincerely



Terence Routledge
Senior Advisor, Government Services