

9 April 2014

Anthony Jordan
fyi-request-1573-35c72f34@requests.fyi.org.nz

Dear Mr Jordan

Official Information Act request

Thank you for your request of 26 March 2013 asking for the following information under the Official Information Act 1982 (the Act):

- *“the contact details including phone and email address(s) for the appropriate person(s), including those at the ACC, to refer concerns and complaints to regarding the operations of the Corporation and its Accredited/Contracted Medical Professionals.*
- *Please also supply information of best way to approach a contractor in seeking information where it relates to the contractors business dealing with the corporation”.*

The contact details people can use if they wish to make a complaint are available on the websites of ACC, the Office of the Privacy Commissioner, the Office of the Ombudsman, the Health and Disability Commissioner or the respective professional bodies that an ACC provider may belong to.

When making a complaint, ACC recommends that individuals should simply but clearly identify what is being complained about, and if raising more than one issue ensure each complaint can be identified on its own merits. Complainants are also encouraged to engage with the organisation they are complaining to politely and in good faith.

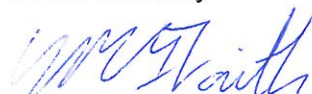
The Official Information Act requires ACC to provide information it holds. It does not require ACC to provide publically available information, its opinion, comment on hypothetical situations, or make recommendations. Your request for contact details including email addresses and phone numbers to refer concerns and complaints to is declined as the information is publicly available. Your request for information on the best way to make complaint is declined as this seeks an opinion. This decision is made pursuant to sections 18(d) and 18(g) of the Act.

Please contact me at hugh.mcilraith@acc.co.nz if you have any queries about this letter.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to:

The Office of the Ombudsman
PO Box 10 152
WELLINGTON 6143

Yours sincerely



Hugh McIlraith
Senior Advisor
Government Services