

26 June 2014

Mr David Nicholas
fyi-request-1720-6657cc3b@requests.fyi.org.nz

Dear Mr Nicholas

Official Information Act Request

Thank you for your request of 29 May 2014, asking for the following information under the Official Information Act 1982:

1. *How many people fill in the form on the ACC website providing feedback?*
2. *Has there been any statistical breakdown of this information? And if so what does that statistical reveal?*

ACC can advise that in 2014, the feedback form on ACC's website has been submitted 106 times.

There has been no statistical analysis performed on the received comments. When feedback is submitted, it is automatically sent to the area of the Corporation that it relates to. The relevant area then considers the feedback and contacts the client if this has been requested.

The Corporation is therefore unable to provide the information requested in question two as the document alleged to contain it does not exist. This decision complies with section 18(e) of the Act.

We are happy to answer your questions

Please contact me at Miroslava.Mijic@acc.co.nz if you would like to talk about the information we've provided. 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, 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
P O Box 10 152
WELLINGTON 6143

Yours sincerely



Miroslava Mijic
Advisor, Government Services