

13 October 2023

AS Van Wey

fyi-request-23436-ad0461df@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-027790

Thank you for your email of 14 September 2023, asking for various policies and processes under the Official Information Act 1982 (the Act):

Please find the following information in Appendix 1

The Appendix contains the following documents:

- Prepare and Attend Review Hearing (RH)
- Implement resolution outcomes
- Conduct Initial Customer Contact
- ACC6239-Instruction for review provider
- ACC8026-Alternative Dispute Resolution (ADR) coversheet
- Receive, Log and Allocate Review Application policy
- Proceed to hearing tasks in Eos

As staff names were not requested, they have been deemed out of the scope of your request and removed.

Please note, despite reasonable efforts to locate them, we have been unable to find some process/policy documents named as per your request. Where this is the case, we are refusing to provide this information. This decision has been made under section 18(e) of the Act.

As this information may be of interest to other members of the public

ACC may decide to publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Sara Freitag

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Government Engagement