

3 November 2023

AS Van Wey

[fyi-request-24287-e1bda21d@requests.fyi.org.nz](mailto:fyi-request-24287-e1bda21d@requests.fyi.org.nz)

Kia ora

**Time Extension of your Official Information Act request, reference: GOV-028268**

Thank you for your email of 9 October 2023, asking for a number of questions regarding staff access to client information 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 **21 November 2023**. However, we will endeavour to send this information as soon as possible.

We have applied this extension as consultations necessary to make a decision on your request are such that a proper response to your request cannot reasonably be made within the original time limit.

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

Please contact me on [GovernmentServices@acc.co.nz](mailto:GovernmentServices@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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Ngā mihi



Sara Freitag

**Acting Manager Official Information Act Services**

Government Engagement