

13 August 2015

Lee M  
fyi-request-2536-072e789a@requests.fyi.org.nz

Dear Lee M

### Official Information Act Request

Thank you for your request dated 28 February 2015 asking for the following information under the Official Information Act 1982 (the Act):

*“Why does the Accident Compensation Corporation not have an independent – external –dispute agency that deals with matters related to ACC processing and administration of claims similar to the Health and Disability Commissioner’s office for instance?”*

ACC apologises for the delay in responding to this request. Despite our best efforts to locate your request, ACC has been unable to find the email of 28 February 2015 asking for this information, which is why you have not yet received a response. On 12 April 2015 you sent a further email to ACC (via [www.fyi.org.nz](http://www.fyi.org.nz)) following up on this request. As a previous response to another request of yours (dated 24 February 2015) had encountered technical difficulties emailing to the FYI website, your follow-up email was mistakenly believed to be related to that request. Your request of 28 February 2015 was only recently discovered on [www.fyi.org.nz](http://www.fyi.org.nz) which is why you are only now receiving a response.

In response to your question, ACC advises that FairWay Resolution Limited is an independent, Crown-owned company providing specialist conflict management and dispute resolution services. FairWay handles over 10,000 disputes each year — of all kinds and levels of complexity, including medical, insurance, financial services, telecommunications, family, local government and construction disputes.

#### **ACC is happy to answer your questions**

If you have any questions, ACC will be happy to work with you to answer these. You can contact us at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) or in writing to *Government Services, PO Box 242, Wellington 6140*.

You have the right to complain to the Office of the Ombudsman about our decision. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to *The Office of the Ombudsman, PO Box 10152, Wellington 6143*.

Yours sincerely

**Government Services**