



24 March 2015

Lee M  
fyi-request-2537-6a4e8ff3@requests.fyi.org.nz

Dear Lee M

**Official Information Act 1982 request**

On 28 February 2015 you requested information from the Minister for ACC under the Official Information Act 1982 (the Act), about the ACC review process. Your request was made via the FYI website.

I am writing to inform you that I am extending the timeframe for responding to your request under section 15(1)(a) and (b) of the Act, to 21 April 2015. This will allow the Ministry of Business, Innovation, and Employment, appropriate time to identify relevant information and consult with ACC and FairWay Resolution Limited (FairWay) in order to respond to your requests.

You have the right, under section 28(3), to make a complaint to an Ombudsman about this extension.

I note that you can also contact FairWay directly if you have specific concerns regarding the management of a review and the review process. You can contact FairWay's Complaints Investigator, at [fairwayinfo@fairwayresolution.com](mailto:fairwayinfo@fairwayresolution.com).

In addition, you can contact ACC on 0800 101 996 or [information@acc.co.nz](mailto:information@acc.co.nz) if you would like to discuss a concern with a claim.

Yours sincerely

Rob Hodgson  
**Manager, Ministry of Business, Innovation and Employment**

