

22 May 2015

D Lohr  
[fyi-request-2590-f7de40f8@requests.fyi.org.nz](mailto:fyi-request-2590-f7de40f8@requests.fyi.org.nz)

Dear Mr Lohr

### Official Information Act Request

Thank you for your email of 13 April 2015 seeking information under the Official Information Act 1982 (the Act).

I will respond to each of your questions in turn.

*"During my experience working with your staff, I have heard it said several times by your staff that "ACC works for most people." My questions are:*

*1) How does ACC know that? Is there some sort of objective measure, or measuring stick for ACC staff making such an assumption?*

ACC's Client Management Survey provides service satisfaction measures for clients. The target is currently being met with 78% of clients satisfied overall with the way in which ACC has managed their claim. ACC remains committed to focusing on improving our customer's experience of ACC. Further information on ACC's strategy can be found in the Annual report 2014 which is available via ACC's website [www.acc.co.nz](http://www.acc.co.nz).

*2) Do you send customer service surveys asking people about how they felt about the way ACC handled their claim?*

Yes.

*3) When was the last ACC customer service survey conducted, and by whom? What questions were asked?*

The ACC customer service survey is conducted continuously, every month, by Research NZ. ACC is then provided with the results on a quarterly basis. The last results reported to ACC were for the period October to December 2014. A copy of the questionnaire is enclosed.

*4) Please send me the results of such surveys for the last 3 years they were conducted."*

Enclosed is a document containing the survey results for the last three financial years. Results for the January to March 2015 quarter are not yet final so cannot be provided. Each quarter is broken into the following periods:

- Q3 – Jan-Mar
- Q4 – April-June
- Q1 – July-Sept
- Q2 – Oct-Dec

If you have any questions about the information provided, please submit these by emailing [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) or in writing to *Government Services, PO Box 242, Wellington 6140*.

You also have the right to 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  
PO Box 10 152  
WELLINGTON 6143

Yours sincerely

**Government Services Team**