



16 May 2024

Rodney Whitworth

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Kia ora Rodney

Your Official Information Act request, reference: GOV-031869

Thank you for your email of 19 April 2024, asking for the following information under the Official Information Act 1982 (the Act):

policies under the 'Human Resource Management' process group

On 5 May, you sent the following email:

What I'am trying to understand is how a Case Manager conduct can breach HIPC Rule 8, six Rights under the Code, the ACC Employees Code of Conduct, section 17 of the Public Records Act, section 16 of the Public Service Act and if charges were filed the committing an offence under section 240 of the Crimes Act, for which the Case Manager has not provided a explanation to the action. Furthermore that ACC have not addressed the serious misconduct and have allowed the Case Manager to continue to manage claimants.

Based on your email dated 5 May, we have interpreted your request to be for documents relating to the conduct of ACC staff and the rights of ACC claimants.

A copy of the ACC Code of Conduct and Code of ACC Claimants' Rights can be viewed on the ACC website here: <https://www.acc.co.nz/assets/Policy-and-procedure-documents/acc-code-of-conduct.pdf> and here: <https://www.acc.co.nz/assets/im-injured/730eea8693/claimant-rights.pdf>. Information about what occurs when the Code of Conduct and the Code of ACC Claimants' Rights are breached are explained in these documents, notably through the complaints process.

Clients can make a written or verbal complaint to ACC about the service we have provided, including the conduct of a staff member. Information on how to make a complaint is available on our website at: <https://www.acc.co.nz/im-injured/resolve-an-issue/talk-to-us-or-make-a-complaint/>.

Once a complaint is received, ACC follows two main processes:

- Assess Written or Escalated Complaint
- Receive and Assess Verbal Complaint

These processes outline the steps to be taken to manage & resolve a complaint. They are available on our website at: <https://www.acc.co.nz/resources/#/subcategory/294>.

ACC also adheres to two main policies:

- Responsibility for managing complaints Policy
- Rules for managing complaints Policy

These policies outline the expectations and timeframes ACC must follow when managing complaints. They are available on our website at: <https://www.acc.co.nz/resources/#/subcategory/248>.

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



Christopher Johnston
Manager Official Information Act Services
Government Engagement