



Office of Hon Nikki Kaye

MP for Auckland Central

Minister for ACC

Minister of Civil Defence

Minister for Youth

Associate Minister of Education

26 APR 2016

Lee M.

fyi-request-3796-7ccf908a@requests.fyi.org.nz

Dear Lee

Thank you for your email of 22 March 2016 requesting the following information:

All relevant information that relates to the ACC's decision not to investigate complaints made by ACC claimants about administrative and procedural problems that they experience in their dealings with Fairway Resolution Limited, and, that saw the ACC decide that Fairway Resolution Limited does not need to comply with Section 39, sub clauses (b) and (c), of the AC Act, and, Part 1, sub clauses 1.5.(b) and (c) of the schedule that attaches the ACC Code of Claimants Rights.

I apologise for the delay in responding to you. Your email was unfortunately overlooked and consequently your request was not actioned appropriately.

Minister Kaye does not hold the information you have requested. Pursuant to s14(b)(i) of the Official Information Act I am transferring your information request to the Accident Compensation Corporation for a direct response

You have the right to seek an investigation and review of this response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely

Vicky Holmes
Private Secretary (ACC)