

6 May 2016



Lee M

fyi-request-3796-4ccf908a@requests.fyi.org.nz

Dear Lee M

Official Information Act Request

Thank you for your email of 22 March 2016 to Hon Nikki Kaye, Minister for ACC, asking for the following information under the Official Information Act 1982 (the Act):

“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.”

Your request was transferred to ACC pursuant to section 14(b)(i) of the Act and was received by ACC on 27 April 2016.

ACC advises that no administrative decision was made as to whether or not “to investigate complaints made by ACC claimants about administrative or procedural problems that they experience in their dealings with Fairway Resolution Limited”.

Complaints about dealings with Fairway Resolution Limited can be made on their website www.fairwayresolution.com.

In addition, no administrative decision was made as to whether or not Fairway Resolution Limited needs “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”.

This is because Fairway Resolution Limited is an independent, Crown-owned company that works with clients to prevent, manage and resolve conflict. As set out in the relevant legislation, Fairway Resolution Limited is not subject to the Code of ACC Claimants’ Rights.

Accordingly, the information you seek does not exist and your request is therefore refused under section 18(e) of the Act.

Queries or concerns

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 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