

15 September 2016



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

Lee M

By email: fyi-request-4425-4cb932d5@requests.fyi.org.nz

Dear Lee M

Information request
Our ref: E16HDC02801

I refer to your information request of 11 August 2016 to the Minister of Health, transferred to this Office on 23 August 2016.

I have considered your request under the Official Information Act 1994.

Each complaint received by HDC is considered individually, including complaints concerning examination services provided by ACC contracted health professionals. HDC has considered, and will continue to consider, where appropriate, issues relating to the manner, examination or diagnoses made by such providers. However, in many of those cases, the outcome that the complainant is seeking can more appropriately be achieved through the ACC review process. Section 38(2)(e) of the Health and Disability Commissioner Act provides that HDC may choose to take no further action on the basis that there exists an adequate remedy or right of appeal. This provision specifically allows HDC to take other such processes into account in making the decision to take no further action on a complaint.

Complaints about ACC's decisions made under the Accident Compensation Act 2001 and based on the ACC assessment report, fall within ACC's jurisdiction. The accuracy of the information in the ACC assessment report is a matter for ACC and the Privacy Commissioner.

Yours sincerely

A blue ink handwritten signature, appearing to be 'Lee M', is written over a horizontal line.

Office of the Health and Disability Commissioner