

9 June 2017

Mr Anthony Jordan
fyi-request-5860-5f3ee93c@requests.fyi.org.nz

Dear Mr Jordan

Official Information Act Request

Thank you for your request of 11 May 2017, asking for the following information under the Official Information Act 1982:

“1/ When will claimants have the ability to have their Telephone conversations recorded when contacting any ACC Branch

2/ why has this option not been implemented earlier

3/ what process does ACC have where there is a dispute between Claimant and ACC branch of contents of a phone conversation”.

Our response

On 8 June 2016 we provided you with information regarding ACC branches recording calls. Our response is publicly available. We note that no changes have been made since that time and can confirm that there are currently no plans to implement recording of all calls at branches.

Your second question appears to ask for an opinion or explanation, rather than for official information. However, to the extent that it may assist you, we note, as in our previous response, that there is no obligation under the Public Information Act 2005 for calls to be recorded.

In the event that there is a dispute between a client and branch staff regarding what was discussed in a call, this can generally be resolved through further discussion with the staff member or a branch manager. If the issue is still not resolved following this, a complaint can be lodged. Information on ACC's complaints process is publicly available on our website through the following link: <http://www.acc.co.nz/making-a-claim/helping-you-with-your-complaint-review-feedback-or-problem/index.htm>

Comments or queries

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing GovernmentServices@acc.co.nz or in writing to *Government Services, PO Box 242, Wellington 6140*.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. 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
OIA Services
Government Engagement and Support