

14 June 2017

Anthony Jordan
fyi-request-5921-c70a89c9@requests.fyi.org.nz

Dear Mr Jordan

Official Information Act request

Thank you for your request of 24 May 2017, asking for the following information under the Official Information Act 1982 (the Act):

1. *please supply information that indicates the funding for OCI is independent of any ACC influence or governing.*

Our response

We are not able to provide this information because the Office of the Complaints Investigator (OCI) was disestablished on 31 July 2016; as such there is no current funding for the previous OCI. Therefore, your request for information is refused for the reason that the information does not exist. This decision complies with section 18(e) of the Act.

The OCI was an internal business unit of ACC receiving direct funding for its function. The outcomes of the unit had no bearing or governance of complaint outcomes.

For your information, since 1 August 2016 our Customer Resolution team has been responsible for managing escalated complaints from ACC clients as well as complaints made under the Code of ACC Claimants' Rights.

While the Customer Resolution team is not independent of ACC they are objective and provide an effective, impartial service for the resolution of complaints made by clients, business customers and providers. The budget for the Customer Resolution team is based on the money they need to conduct their work. It is not influenced by the team's performance or the decisions they make.

It may interest you to know that ACC also provides funding for the community advocacy group - Workplace Injury Advocacy Service - who provide free confidential and independent support to clients.

Queries or concerns

If you have any questions about our response, ACC will be happy to work with you to answer these. Please address any concerns in writing to Government Engagement and Support, at: GovernmentServices@acc.co.nz or to *Government Engagement and Support, PO Box 242, Wellington 6140.*

You have the right to complain to the Office of the Ombudsman about our decision to refuse your request. 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 Engagement and Support