

18 July 2017

Anthony Jordan
Email: fyi-request-6034-15acdcc6@requests.fyi.org.nz

Dear Mr Jordan

Official Information Act Request

Thank you for your email of 21 June 2017 requesting the following information:

- 1/ Since 2005 how many Clients have ACC assisted per year*
- 2/ How many of these complaints related to third party ACC approved Psychiatrists and Neurologists*
- 3/ The then location of any Psychiatrist and Neurologist specialist that ACC assisted a Client complaint ie City/Town*
- 4/ How many assisted complaints relating to Psychiatrists and Neurologists were deemed successful and did they or do they continue to assist ACC*
- 5/ The process a Client needs to carry out to have ACC assist such a complaint to HDC or Medical Agency*

We understand that your questions refer to the following statement from ACC's letter of 21 June 2017:

'ACC also supports clients to make complaints to the Health and Disability Commissioner, or to the relevant regulatory authority, where they have a concern or complaint regarding a provider.'

Response

Please note that support, in these instances, would generally be informing clients about the complaint options available to them. This may involve, for example, referring the client to information on the relevant authority's website, or in some cases sending them a pamphlet about making complaints to the Health and Disability Commissioner.

This sort of support is informal in nature, and individual instances where this has occurred would only ever be recorded on the relevant claim file. Further, the extent of information will vary from claim to claim. For example, we will not always know whether the client actually lodged a complaint, or the result of their complaint.

In order for us to determine the number of occasions where we have provided support would require a manual review of ACC's individual claim files. This would be an extensive undertaking, and accordingly, we decline questions 1 – 4 as the information could not be made available without substantial collation or research. This decision is made under section 18(f) of the Official Information Act 1982. We do not consider that fixing a charge or extending the time limit for responding would enable the request to be granted within our Official Information Act service resources.

As noted above, in response to question 5, there are no formal processes specific to ACC supporting a client to make a complaint to a medical authority or the Health and Disability Commissioner. ACC case management staff would generally be expected to assist clients who have raised concerns or complaints in relation to their ACC claim, including concerns relating to a treatment provider.

As advised, in our letter of 21 June 2017, in some cases ACC itself will refer providers to a regulatory authority. This is when it has reason to believe a health practitioner may pose a risk of harm to the public by practicing below the required standard of competence.

Queries or concerns

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 Engagement and Support, 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
Government Engagement and Support