



21 September 2018

David Lawson
fyi-request-6538-328090ea@requests.fyi.rg.nz

Dear Mr Lawson

Ref: 0052675

Official Information Act Request

I refer to your email of 31 August 2018 titled 'Official Information Act Response' in which you have indicated that you did not receive the information you asked to be re-sent to you. Specifically, you have requested a full copy of the Customer Resolution Team's email dated 8 August 2018 in response to your 3 August 2018 request titled:

"Request for Official Information in relation to ACC's automatic review Application Acknowledgement message for reviews lodged by email to the ACC Review Unit."

Our response

Please find attached a PDF of the full email response of 8 August 2018, from our Customer Resolution Team, sent in response to your request of 3 August 2018.

I note that, in this response of 8 August 2018, there is an error in an email address provided in answer to your third question. The answer states:

"If you send an email to accreviewapplication.co.nz then you should be receiving an automatic acknowledgement back from the unit."

The correct email address is accreviewapplication@acc.co.nz.

Redactions

ACC does not routinely post responses that contain private information and names to a publicly available website. Therefore, as you have requested our response to be sent via the "fyi" website, we have redacted your personal email address from the PDF. This decision is made under section 9(2)(a) of the Act, to protect the privacy of natural persons.

On this occasion, we have not redacted Ms Davis's ACC contact details as these have already been published through this forum directly.

Queries or concerns

If you have any questions about the information provided, please contact us via email at GovernmentServices@acc.co.nz.

You also have the right to make a complaint to the Office of the Ombudsman if you remain unhappy with our response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Yours sincerely
Government Engagement and Support

From: Ann Marie Davis
Sent: Wednesday, 8 August 2018 8:22 a.m.
To: [REDACTED]
Subject: Mr David Lawson - Claim:CFB10045169214 ACCID:K1335320

Hello David

The information you sent in has not been received by ACC. I checked with our review team and they have nothing in their inbox. This is likely why you did not receive an acknowledgement. I also checked with ACC's IT Department, and they were unable to find any issues at our end and we are unable to explain why this was not received unfortunately.

Can you please resend the information to the review email address, and if you wish you could also send it via email to my email address and/or our Customer Resolutions email, Customerfeedback@acc.co.nz and I will ensure it gets to the right place. Alternatively information can be dropped at your local ACC branch or posted in.

Further to your email, please see below the answers to your questions.

Kind regards

Ann Marie Davis, Resolution Specialist, ACC

Tel 0800 650222 x80784
ACC / Complaints Office 1047 / Te Rapa Centre - Ground Floor - Client Contact Centre
PO Box 892 / Hamilton 3240 / New Zealand / www.acc.co.nz

ACC cares about the environment – please don't print this email unless it is really necessary. Thank you.

It would be appreciated if you could confirm the following;

OIA Request 1:

Does ACC still have the automatic email acknowledgement message from the ACC Review Unit linked to reviews that are submitted through accreviewapplication@acc.co.nz.

The answer is Yes

OIA Request 2:

If the answer to OIA Request 1 above, is yes, please confirm why my application for review under claim number 10027568119 referred to above and submitted through accreviewapplication@acc.co.nz.

If correspondence is in relation to the review hearing set down for 22 August 2018, the above email is the most appropriate email address

OIA Request 3:

If the answer to OIA Request 1 is yes, please confirm whether ACC has the ability to selectively deactivate the automatic review email acknowledgment for individual claimants so that they do not receive a review acknowledgment in response to having lodged an application for review by email. If this is the case, and is a practice engaged by ACC, please supply to me a copy of all Official Information in terms of policy and criteria that would allow ACC to utilise such a selective practice.

If you send an email to accreviewapplication.co.nz then you should be receiving an automatic acknowledgement back from the unit.

OIA Request 4:

If the answer to OIA Request 3 is yes, please confirm how a claimant who has been selectively deactivated from receiving an acknowledgement of their lodgment for an ACC review, is able to get the Corporation to acknowledge their application for review.

As above

OIA Request 5:

If the answer to OIA Request 1, is no, as in that the ACC Review Unit no longer send an automatic email acknowledgement for reviews being submitted by email, how does a claimant who lodges an application for review by email to the Corporation's email address shown on the Corporation's website accreviewapplication@acc.co.nz, now receive confirmation that their review application has been lodged?

As above

I respectfully request that my request is processed under urgency within the next 5 working days, so that I can work with ACC to ensure that I receive an acknowledgment for the review application referred to above and any further review applications. so that I can thank you for your time and assistance and confirm that under s16(2) of the Official Information Act, my preferred way of receiving a response is by email to the address from which ACC received the original request, not by post.

Yours faithfully,

David Lawson