

7 December 2017

Sam Kerse

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Dear Sam Kerse

Reference: 0051001

Official Information Act Request

Thank you for your request of 16 November 2017, asking for the following information under the Official Information Act 1982:

I wish to receive the number of 'transcribed' and 'manually reviewed' calls that have been used specifically for the development of training programmes in the 2016/17 financial year.

Our response

ACC records phone calls for the purposes of training and quality. In our contact centres, the aim is to evaluate four phone calls each month for each call centre representative. There were 12,874 phone calls evaluated across our Business Customer, Provider, Client, and Collections and Recoveries contact centres in the 2016/17 financial year (1 April 2016 to 31 March 2017).

Phone calls are not generally transcribed for training or quality purposes. A phone call may be transcribed if a client requests a copy of a phone call recording and we elect to provide a transcript rather than an audio copy of the phone call. This does not form part of our training and quality process for staff.

In the past, we did not maintain a library of phone calls for use in training programmes. Phone calls from experienced contact centre staff, or phone calls identified as examples of good customer service, were selected for use in training. However, the number of phone calls, and how often the examples were replaced, has not been recorded, and it is not possible to provide you with an accurate number of phone calls used specifically for training programmes in the 2016/17 financial year.

We must therefore decline your request, as the information does not exist, or cannot be found. This decision complies with section 18(e) of the Act.

It may interest you to know that we have recently established a new phone call library with examples of phone calls that can be used for training programmes. These phone calls are stored for a three month period and are continually replaced with new examples.

Queries or comments

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 GES@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