

24 August 2018



Anthony Jordan
fyi-request-8419-7148bc88@requests.fyi.org.nz

Dear Mr Jordan

Ref: 0052498

Official Information Act Request

Thank you for your email of 1 August 2018 requesting the following information under the Official Information Act 1982 (the Act).

"Please supply the policy regarding the recording of ACC claimant Fairway reviews and obtaining recording copy(s)"

Our response

Recording of ACC client Fairway reviews

The requirement to record review hearings is set out in legislation. We refer you to section 143 of the Accident Compensation Act 2001, which states:

143 Record of hearing

- (1) The reviewer must take reasonable steps to ensure that an accurate recording of the evidence given at the hearing is taken.*
- (2) The reviewer must keep such records for at least 2 years.*

Obtaining a copy of a recording

At the review hearing, the reviewer will explain that any party can request a copy of the hearing, how to obtain it and that it will be made available after the decision has been issued.

Additional information

Further information about the recording of reviews in regards to ACC legislation can be found on the FairWay website at: www.fairwayresolution.com/acc/reviews/hearing.

Queries or concerns

If you have any questions about the information provided, we will be happy to work with you to resolve these. We can be contacted via email at: GES@acc.co.nz.

You also have the right to make a complaint to the Office of the Ombudsman if you are unhappy with our response. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: *The Office of the Ombudsman, PO Box 10 152, Wellington 6143.*

Yours sincerely
Government Engagement and Support