



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

21 December 2018

Scott Rowbottom

By email: [fyi-request-9274-006299bb@requests.fyi.org.nz](mailto:fyi-request-9274-006299bb@requests.fyi.org.nz)

Dear Mr Rowbottom

**Re: Information Request**  
**Our ref: E18HDC04657**

I refer to your request via the FYI website of 19 December 2018 requesting the following:

- “In the years 2017 & 2018 how many complaints have been received involving individuals who were ACC claimants when the alleged event subject to the complaint occurred.
- Out of these numbers;
  - how many did Meenal Duggal decide to Not Investigate,
  - How many of these decisions were challenged.
  - How many were subsequently investigated by HDC.
  - How many referred Meenal Duggal’s decision not to investigate to the Ombudsman to review.
  - How many referred to the Ombudsman were subsequently investigated by HDC.
- Please provide any guidelines relating to the handling of complaints involving ACC claimants.”

I have considered your request under the Official Information Act 1982.

HDC’s current complaints database does not record whether a complainant is an ‘ACC claimant’. Additionally, this information is not always provided to HDC on assessment of a complaint. As a result, collating the information you seek would require HDC staff to go individually through each complaint received by this office and categorise each one as to whether or not it was known that the complainant was an ‘ACC claimant.’ Therefore, I refuse you request pursuant to section 18(g) and 18(f) of the Official Information Act as the information requested, in some cases, is not held by HDC, and in others, cannot be made available without substantial collation or research. You may seek a review of this decision from the Office of the Ombudsman.

Please find **enclosed** excerpts of HDC’s Standard Operating Procedure as it relates to ACC.

Yours sincerely



Niki Wright  
**Senior Official Information Act Advisor**

Enc    excerpts of HDC's Standard Operating Procedure