



## Making complaints about ACC (Accident Compensation Corporation)

**Easy Read**

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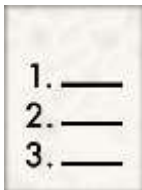
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## Before you start



This is a long document.



While it is written in Easy Read it can be hard for some people to read a document this long.

Some things you can do to make it easier are:



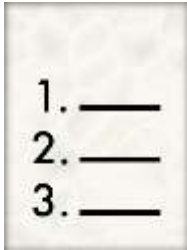
- read it a few pages at a time
- have someone to assist you to understand it.

## Hard words



There are some words in this book that may be hard to understand.

These words are in **large print**.



Go to the **List of hard words** on **page 23** if you want to know what the words mean.

## About ACC



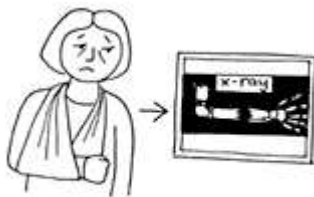
**ACC** is the short name for the **Accident Compensation Corporation**.

**ACC** is a **government organisation**.



Government organisations report to the Government.

ACC might be able to help if you have an accident that:



- hurts you
- stops you from working.



If you get hurt you can make a **claim** to ACC.



ACC might be able to pay for some or all of the costs of your visits to the doctor or another medical person who can help you.



You can find out more about making a claim and how ACC can help you by visiting their **website**:

[www.acc.co.nz](http://www.acc.co.nz)

## Complaints about ACC the Ombudsman cannot look into



The **Ombudsman Act** tells us what complaints we **can** and **cannot** look into.



The Ombudsman **cannot** look into some complaints about ACC.



We cannot normally look into decisions ACC have made about a claim when:



- ACC have said **yes** to sort out your claim



- you are getting medical treatment paid for by ACC





- you are getting **rehabilitation**



- ACC give you money for something that has happened to you

- your complaint is about **levies**.



We do not look into these sorts of complaints because you have the right to get your ACC claim **reviewed**.



ACC will write you a letter to tell you if they say **yes** or **no** to your claim.



If you are unhappy with the decision ACC has made you can ask for your complaint to be looked at again.



It can be reviewed by an **independent** reviewer.



If you are unhappy with the independent reviewer's decision you have the right to get the **District Court** to look at your claim.



You will find information about how to contact the independent reviewer and the District Court in the **letter** ACC sends you.



The Ombudsman **does not** have the power to look into **most** decisions made by ACC.



This is because you have the right to **appeal** to the District Court about most things to do with ACC.

## Complaints about ACC the Ombudsman can look into



The **Ombudsman Act** tells us what complaints we **can** look into.



We **can** look into some things ACC do when they are not about ACC claims.



The Ombudsman can look into:



- complaints about **administrative conduct** – how ACC is run
- getting **official information** from ACC.



This fact sheet is **only** about complaints about how ACC is run.



We can look at the way ACC deals with things like:



- what ACC have done when they are trying to get somebody to pay back money to them



- when ACC is taking too long to make a decision



- when ACC is taking too long to answer your letter or email.



For information about complaints to do with getting official information read our booklet called:



**Making or complaining about requests for Official Information.**

# Complaints about the service you get from ACC



If you are unhappy with the service you get from ACC you can complain to their **Customer Resolutions Team**.



You can do this because of the **Code of ACC Claimants' Rights**.

The Code gives you the right to:



- be treated with **dignity** and respect



- be treated the same way as everybody else



- be listened to



- have your culture respected



- have your **values** respected

- have your beliefs respected



- have a support person or persons



- good communication



- privacy



- make a complaint.



If ACC's **Customer Resolutions Team** says **no** to your complaint you have the right to get it reviewed by an **independent reviewer**.



If you are unhappy with what the independent reviewer says you can complain to the Ombudsman.



## What you need to do before you contact the Ombudsman



You need to do some things first before you contact the Ombudsman.



If you **do not** do these things we may decide we **cannot** look into your complaint.



You need to try and sort out your problem with ACC first.



ACC has ways for you to make a complaint to them.



Visit the **ACC website** to find out about how to make a complaint:

[www.acc.co.nz](http://www.acc.co.nz)



You can also make a complaint to ACC by contacting their **Customer Resolutions Team**.

You can:



- call the Customer Resolutions Team on:  
**Freephone: 0800 650 222**



- write a letter to the:  
Customer Resolutions Team  
Freepost 264  
PO Box 892  
Hamilton



**Freepost** means you do not need to put a stamp on the envelope.



- write an email to the Customer Resolutions Team:  
[customerfeedback@acc.co.nz](mailto:customerfeedback@acc.co.nz)

# How to make a complaint to the Ombudsman



If you **have not** been able to sort out your problem with ACC you can contact the Ombudsman.



We will look at your complaint to see if we can help you.



When you make a complaint to the Ombudsman make sure you:



- tell us what ACC did to worry you



- tell us why you think ACC **have not** done the right thing



- give us all the information you have about what ACC did



- give us copies of documents, letters and information you have about your complaint.



You can make a complaint to the Ombudsman by:



- calling us:  
**Free Phone: 0800 802 602**



- using our online complaint form:  
[www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)



- emailing us:  
[info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)



- writing us a letter and posting it to:  
The Office of the Ombudsman  
P.O. Box 10152  
Wellington 6143



- faxing us:  
**Fax: 04 471 22 54**



## **Our offices are open:**

8:30am to 5pm Monday to Friday.



Call to make a time if you need to come and see us.



There is an Ombudsman office in Auckland, Wellington and Christchurch:



### **Auckland**

Level 10, 55–65 Shortland Street,  
Auckland 1010



### **Wellington**

Level 7, 70 The Terrace,  
Wellington 6011



### **Christchurch**

Level 2, 138 Victoria Street,  
Christchurch 8013

## List of hard words



### **Administrative conduct**

Administration means the way a group of people run an organisation.

Conduct is the way people behave or do things.

Administrative conduct is the way an organisation is run by people.



### **Appeal**

An appeal means to ask the District Court to have a decision made by ACC looked at again.

The District Court might say:

- ACC was right
- ACC was wrong.





## Claim

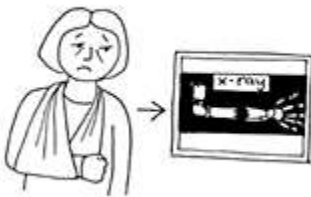
A claim is when you ask ACC to pay:



- for your medical costs when you have been hurt



- your wages because you have had an accident that stops you from working.



## Claimant

A claimant is a person who has made a claim to ACC.



## District Court

A District Court deals with court cases.

District Courts can also have another look at decisions made by ACC.



## **Code**

A code is a set of rules which tells people how they should treat somebody.



## **Independent**

Independent means that a person or organisation makes a decision by themselves.

If someone is independent they are not controlled by somebody else.



## **Levy**

A levy is money an organisation collects to pay for something.



## **Official information**

Official information is the information a government agency has.



## **Rehabilitation**

Rehabilitation means the way or ways to make someone better after they have been hurt or injured.



## **Resolution**

Resolution means to sort out a problem.



## **Review**

A review means something is looked at again.

If your complaint is reviewed it means somebody will have another look at it.



## **Values**

Values are the beliefs a person or organisation think are very important.

These values help people to know how to behave.

## Other Ombudsman fact sheets



We have made other fact sheets about making complaints to agencies.



They are all in Easy Read.

**The other fact sheets are about making complaints about:**



EQC (Earthquake Commission)

Immigration New Zealand



Inland Revenue Department

Oranga Tamariki – Ministry for Children

Work and Income.



This information has been translated into Easy Read by  
People First New Zealand Inc.– Ngā Tāngata Tuatahi

