

Accident Compensation Corporation

The Accident Compensation Corporation (ACC) provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand. The Ombudsman can investigate complaints about ACC's administrative conduct under the Ombudsmen Act (OA), and ACC's decisions on requests for official information under the Official Information Act. This fact sheet focuses on the Ombudsman's role under the OA.

What types of complaints can't the Ombudsman investigate?

The Ombudsman can't normally investigate decisions made by ACC on a claim, such as whether to:

- accept a claim for cover
- provide treatment and rehabilitation
- pay compensation.

The Ombudsman also can't normally investigate decisions about ACC levies, such as the Motor Vehicle Levy (rego), Work Levy and Earners Levy.

This is because there is a right of review to an independent reviewer and a further right of appeal to the District Court, from any decision made by ACC. Details of how to access these rights are provided in ACC decision letters.

The Ombudsman is not normally authorised to investigate ACC decisions that can be appealed to the District Court, whether or not the right of appeal has been exercised.

The Ombudsman is also not authorised to investigate decisions made by FairWay Resolution Ltd.

What types of complaints can the Ombudsman investigate?

The Ombudsman can investigate ACC actions which are not related to a decision on a claim. For example:

- actions taken by ACC in seeking repayment of a debt
- delays in making a decision
- delays in responding to correspondence.

What to do before making a complaint to the Ombudsman

Before complaining to the Ombudsman you should try to resolve your concerns with ACC. The Ombudsman may decide not to investigate your complaint unless you have attempted to do this.

ACC has a complaints process you can use to raise concerns. [This complaints process is explained on ACC's website.](#)

You can make a complaint to ACC by contacting their Customer Resolutions Team:

Phone 0800 650 222

Email: customerfeedback@acc.co.nz

Customer Resolution Team

Freepost 264

PO Box 892

Hamilton 3240

Complaints about the standard of service

If you feel that you haven't received a good level of service, a complaint can be made to the Customer Resolutions Team under the Code of ACC Claimants' Rights. The Code provides rights such as:

- the right to be treated with dignity and respect
- the right to be treated fairly and have your views considered
- the right to have your culture, values and beliefs respected
- the right to have a support person or persons
- the right to effective communication
- the right to be fully informed
- the right to have your privacy respected
- the right to complain.

If ACC's Customer Resolution Team does not uphold a Code complaint, there is a right to seek a formal independent review. The outcome of this review is legally binding.

Making a complaint to the Ombudsman

If you have been unable to resolve your complaint with ACC, you can make a complaint to the Ombudsman and we will assess whether we can help.

When making a complaint to the Ombudsman you should identify the act or decision that is the subject of your complaint, and explain why you consider it was unreasonable or unfair. You should also try to provide a record of your communications with ACC, including notes of any telephone discussions, and copies of emails or other correspondence.

A complaint can be made to the Ombudsman by post, fax, email, or [using our online complaint form](#).

Need more information?

[Visit our website www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or call us on 0800 802 602.

Ends