

# Resolving Issues

If you have comments to make about Wellnz, a decision we've made or something we have done, we want to hear about it so we can resolve any issues fairly and as quickly as possible. This information outlines what to do if you have something to say about the way we have done things. If you have had good service from someone at Wellnz or have been happy with the overall service you have received we would like to hear about it. Please either tell the person concerned or contact their manager.

If you are unhappy about the service you received, or a decision we made, the following options are available:

- Contact the person at Wellnz you have been dealing with or their manager;
- Contact your employers' disputes manager;
- Send a written complaint to Wellnz at [enquiries@wellnz.co.nz](mailto:enquiries@wellnz.co.nz)
- Contact ACC Customer Resolution Team (see information below)

## Making a complaint with ACC

If you have not been able to resolve an issue with Wellnz you can contact the ACC complaints service. An independent part of ACC, the complaints service will investigate and help resolve your issues impartially, promptly, confidentially and where possible, to everyone's satisfaction. The service is free and does not affect your right to seek a review.

## How do I contact the complaints service?

Freephone: 0800 650 222

Email: [Customerfeedback@acc.co.nz](mailto:Customerfeedback@acc.co.nz)

## The Code of ACC Claimants' Rights

The Code of ACC Claimants' Rights is about how ACC and accredited employers work with claimants. The purpose of the Code is to meet your reasonable expectations (including the highest practicable standard of service and fairness) about how ACC should deal with you. The ACC Code contains eight Rights and places obligations on ACC and accredited employers. If you believe your rights have been breached, you can make a complaint under the Code of ACC Claimants' Rights. A copy of the ACC Code is available from any ACC office or visit [www.acc.co.nz](http://www.acc.co.nz).

## Your Right to Seek a Review

If you disagree with a **decision** Wellnz has made, you have the right to apply for it to be reviewed independently. An independent reviewer will be appointed to re-examine the facts for your case. The date for the review will be set down within three months of you applying.

## When do I apply for a review?

You must apply within three months of the date of the letter advising you of the decision you wish to review. This deadline may be extended when situations outside your control have prevented you from applying.

## How do I apply for a review?

You need to apply in writing. You can either write a letter outlining your reasons for wishing to review a decision, or contact Wellnz for a Review Application form and send it to Wellnz at the address below. If you want to know more about applying for a review, and what happens at the review hearing, ask for the Review Hearing Fact Sheet from Wellnz or your nearest ACC office.

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