



# Kōrero mai – Get in touch with us

## Kei kōnei mātou ki te awhina We are here to help

If you have any concerns about a decision we've made, or the service we've provided, please get in touch with us. We can discuss your concerns and explain how a decision has been made or consider any new information you would like to provide. We can reconsider our decision if we think we've made a mistake.

If you have been working directly with an ACC staff member, we suggest you get in touch with them first. You can find their contact details on letters you have received from them, or you can call us on [0800 101 996](tel:0800101996). We can help you faster if you have your claim number ready when you get in touch.

## How to give us feedback

If you would like to give us feedback or let us know about a service issue, you can get in touch with our Customer Resolution Team on [0800 650 222](tel:0800650222) or email us at [customerfeedback@acc.co.nz](mailto:customerfeedback@acc.co.nz). For more information about resolving issues or to give us feedback about what we are doing well, visit [acc.co.nz](https://acc.co.nz).

## Getting independent advice and support

You can choose someone to talk to us about your claim on your behalf. This could be a friend or family member/whānau, or someone with legal or advocacy experience. You can give them authority in a number of ways, and give them different levels of access.

Navigation Services can also provide free, independent advice or guidance about what support ACC can provide. We have two providers who provide national services, and we are also changing the way we respond to the needs of Māori kiritaki (clients) and their whānau. We have engaged with a selection of Māori Health providers who will deliver a regional based Navigation Service so our kiritaki can get technically correct advice delivered in a way that works for them. You can find more information about our Navigation Services at [acc.co.nz](https://acc.co.nz) or on page

two of this factsheet.

## Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) is a term used to describe methods for resolving disputes. It allows everyone involved to engage in meaningful conversations with an independent party to find a way forward or resolution without the need for a more formal review hearing.

To request ADR, you can talk through your concerns with the person handling your claim. If you don't have a contact person at ACC, we suggest you talk with the Customer Resolution Team about whether ADR might be right for you. Call [0800 650 222](tel:0800650222) or email us at [customerfeedback@acc.co.nz](mailto:customerfeedback@acc.co.nz).

## Reviewing an ACC decision

You can also apply in writing to have a decision we've made independently reviewed. This means that ACC's decision is referred to an independent third-party, called a reviewer, to decide whether ACC's decision was correct. When we receive a review application, an ACC Review Specialist will work with you to resolve things as quickly as possible.

You have three months to apply for a review from the date we issue a decision. In some circumstances we can accept late applications, such as if events outside your control prevent you from applying in time. We are unable to extend the time for levy reviews or where the applicant is an employer.

We'll do our best to reach a resolution with you at every stage of the review process. If we can't resolve things together, we can involve an independent mediator. If we still can't resolve things, the independent reviewer will decide whether ACC's decision was right or wrong.

You can apply for a review using the ACC33 Review Application form on our website ([acc.co.nz](https://acc.co.nz)). If you would like a form posted to you, or would like to discuss other options, you can call us on [0800 101 996](tel:0800101996).

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## National Providers

### National Providers

Way Finders  
0800 273 030

[info@wayfinders.org.nz](mailto:info@wayfinders.org.nz)

WIAS (Workplace Injury Advocacy Service)  
0800 486 466

[advocacy@nzctu.org.nz](mailto:advocacy@nzctu.org.nz)

## Kaupapa Māori Providers

### Te Tai Tokerau

Ringa Atawhai Mātauranga  
0508 NAVIGATE (6284 4283)  
[navigate@ram.org.nz](mailto:navigate@ram.org.nz)

### Tāmaki Makaurau

Whanau Ora Community Clinic  
0800 123 247  
[acc.whanauora@toa.org.nz](mailto:acc.whanauora@toa.org.nz)

### Hauraki

Te Korowai Hauora o Hauraki  
0508 835 676  
[accnavigator@korowai.co.nz](mailto:accnavigator@korowai.co.nz)

### Waikato/Taupō

Te Ahi Kaa Indigenous Solutions  
0800 KAIWHAKATERE (524 942)  
[admin@teahikaa.co.nz](mailto:admin@teahikaa.co.nz)

ĀKI Innovations  
0800 KAIWHAKATERE (524 942)  
[kiaora@aki.nz](mailto:kiaora@aki.nz)

Tūwharetoa Health (Taupō)  
0800 WHARIKI (9427454)  
[info@thct.co.nz](mailto:info@thct.co.nz)

### Te Moana-a-Toi

Te Runanga o Ngāti Pikiao (Rotorua)  
0800 NAV ACC (628 222)  
[navigateACC@pikiaorunanga.org.nz](mailto:navigateACC@pikiaorunanga.org.nz)

KŌ Kollektive Trust (Opotiki)  
0800 NAV ACC (628 222)  
[navigateACC@ko-kollektive.nz](mailto:navigateACC@ko-kollektive.nz)

Poutiri Wellness Centre (Te Puke)  
0800 NAV ACC (628 222)  
[navigateACC@poutiri.org](mailto:navigateACC@poutiri.org)

Ngāti Kahu Hauora (Tauranga)  
0800 NAV ACC (628 222)  
[navigateACC@ngatikahuhauora.co.nz](mailto:navigateACC@ngatikahuhauora.co.nz)

Waiariki Whānau Mentoring (Whakatane)  
0800 NAV ACC (628 222)  
[navigateACC@waiarikiwhanau.org.nz](mailto:navigateACC@waiarikiwhanau.org.nz)

Te Ika Whenua Hauora (Whakatane)  
0800 NAV ACC (628 222)  
[navigatorACC@tiwh.org.nz](mailto:navigatorACC@tiwh.org.nz)

### Te Tairāwhiti

Huarahi Pai Whanau Services  
0800 924 278  
[navigate@hpwhanau.com](mailto:navigate@hpwhanau.com)

Ngāti Porou Oranga  
06 864 9004  
[wo@tronp.org.nz](mailto:wo@tronp.org.nz)

Te Runanga o Turanganui a Kiwa  
06 867 8109  
[kaiurungi@trotak.iwi.nz](mailto:kaiurungi@trotak.iwi.nz)

### More Providers coming...

Please note that ACC is working towards complete coverage across the country by the end of 2025.

In the collection, use, disclosure, and storage of information, ACC will at all times comply with the obligations of the Privacy Act 2020, the Health Information Privacy Code 2020 and the Official Information Act 1982.