



## **Review of decisions**

Accessable has a commitment to provide a fair, professional and quality service. If you are not happy with a decision made by Accessable, this information will guide you through the procedure to request a review. You have the right to question or appeal a decision we have made.

You also have the right to make a complaint about a decision that has been made – see our Complaints Management information.

### **For ACC customers**

If you're an ACC customer, you'll need to contact your ACC case manager. ACC has a review process and a complaints procedure. Your case manager will work to resolve any issues you have and will advise you of both the review and complaint processes.

### **For Ministry of Health customers**

If you are not satisfied with a decision made by Accessable, you can request a review of decision at any time. It may be useful to discuss Accessable's decision with your Equipment and Modification Services (EMS) assessor to fully understand the issues and how best to proceed.

You, your advocate and/or your assessor can request a review of a decision made by Accessable either verbally or in writing. You can include any additional information and documentation which you feel is relevant to the review. Your request for a review of a decision will go to the relevant Accessable professional advisor or manager.

### **How we manage your review:**

- We will acknowledge receipt of your request for a review of decision within five working days.
- All documentation that has been forwarded to Accessable by you or your assessor will be considered in conjunction with the Ministry of Health guidelines.
- We may contact our colleagues down country to ensure nationwide consistency.
- The outcome of the review and any action to be taken will be forwarded to you and/or your advocate within 10 working days of the request being lodged with Accessable.
- If you are not satisfied with the outcome of the review, you may request a second review by the General Manager, Operations. If you are not satisfied with the result of the second review, the General Manager, Operations will forward all documentation to the Ministry of Health EMS Panel for a review of our decision.
- The EMS Panel will review the request and provide a decision within 10 working days. The result of the EMS Panel's decision will be forwarded to you and/or your advocate within 10 working days.

If you are still not happy with the outcome, you have the right to complain to the Health and Disability Commissioner. At any stage in the review process, you are entitled to access the services of an independent advocate as per the Health and Disability Commissioner's Act, 1994.

### **Contact us**

Email us at: [info@accessable.co.nz](mailto:info@accessable.co.nz)

Call us on: 0508 001002 or 09 620 1700

Write to us at: PO Box 27 804, Mt Roskill, Auckland