

2. Your rights and responsibilities

Your rights while getting help from ACC

The Code of ACC Claimants' Rights helps guide how we work with you. The Code explains your right to:

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

We also have a responsibility to make sure you know about your right to:

- be involved in any decisions made about your recovery
- ask for more information about the Accident Compensation Act 2001 and the Code of ACC Claimants' Rights.