

Subject: Fw: Complaint about breaches of the Code of Health and Disability Services Consumers' Rights by Counsellor, email 30 of 30 (final one)

From: [redacted]@yahoo.co

To: hdc@hdc.org.nz;

Date: Monday, 8 August 2011, 15:09

Dear staff at the Office of the Health and Disability Commissioner

In the early morning I sent you a very comprehensive complaint about breaches of the Code of Health and Disability Services Consumer's Rights by a counsellor at [redacted] which regrettably involved the sending of 30 single emails with attachments to your email address.

I had decided to send the complaint and relevant documents in that way, because for one reason it was easier and cheaper than sending it all by post or courier, and on the other hand it was split into so many separate mails, because I wanted to avoid going over your in-box capacity limit for each email.

Trusting that you have received it all and will be able to process the admittedly substantial information involved, I would very much appreciate it, if you could confirm to me by return email that you have received the 30 emails plus the attached documents.

Yours most thankfully

[redacted]
[redacted]
[redacted]
Street

Auckland 1

Email: [redacted]@yahoo.co.
Phone: (09) [redacted]
Mob.: 02 [redacted]

--- On Mon, 8/8/11, [redacted]@yahoo.co. > wrote:

From: [redacted]@yahoo.co >
Subject: Complaint about breaches of the Code of Health and Disability Services Consumers' Rights by [redacted] Counsellor, email 30 of 30 (final one)
To: hdc@hdc.org.nz
Received: Monday, 8 August, 2011, 4:11 AM

Subject: Re: Fw: Complaint about breaches of the Code of Health and Disability Services Consumers' Rights by [redacted] Counsellor, email 30 of 30 (final one)

From: HDC (hdc@hdc.org.nz)

To: [redacted]@yahoo.cc

Date: Monday, 8 August 2011, 16:26

Dear [redacted]

This is to confirm that your emails have all been received by this office and have been given to the Complaints Assessment Manager for consideration. The Complaints Assessment team will be in touch with you in due course.

Kind regards

Kerry Norman
Executive Assistant

Health and Disability Commissioner
45 Queen St, Level 10, Tower Centre Building
PO Box 1791, Auckland 1140
NEW ZEALAND
0800 11 22 33
www.hdc.org.nz

From: [redacted] <[redacted]@yahoo.cc>

To: Health and Disability Commissioner <hdc@hdc.org.nz>

Date: 08/08/2011 03:10 p.m.

Subject: Fw: Complaint about breaches of the Code of Health and Disability Services Consumers' Rights by [redacted] Counsellor, email 30 of 30 (final one)

Dear staff at the Office of the Health and Disability Commissioner

In the early morning I sent you a very comprehensive complaint about breaches of the Code of Health and Disability Services Consumer's Rights by a counsellor at [redacted], which regrettably involved the sending of 30 single emails with attachments to your email address.

I had decided to send the complaint and relevant documents in that way, because for one reason it was easier and cheaper than sending it all by post or courier, and on the other hand it was split into so many separate mails, because I wanted to avoid going over your in-box capacity limit for each email.

Trusting that you have received it all and will be able to process the admittedly substantial information involved, I would very much appreciate it, if you could confirm to me by return email that you have received the 30 emails plus the attached documents.

Subject: Re: Fw: Complaint about breaches of the Code of Health and Disability Services Consumers? Rights by [redacted] Counsellor, email 30 of 30 (final one)

From: [redacted]@yahoo.cc

To: hdc@hdc.org.nz;

Date: Monday, 8 August 2011, 16:46

Dear Kerry Norman

Thank you very much for your reply and the confirmation of receipt of my emails.

With kind regards -

[redacted]
[redacted]
[redacted] Street

Auckland 1

Email: [redacted]@yahoo.cc
Phone: (09) [redacted]
Mob.: 02 [redacted]

--- On Mon, 8/8/11, HDC <hdc@hdc.org.nz> wrote:

From: HDC <hdc@hdc.org.nz>
 Subject: Re: Fw: Complaint about breaches of the Code of Health and Disability Services Consumers? Rights by [redacted] Counsellor, email 30 of 30 (final one)
 To: " [redacted] " < [redacted]@yahoo.co [redacted] >
 Received: Monday, 8 August, 2011, 4:26 PM

Dear [redacted]

This is to confirm that your emails have all been received by this office and have been given to the Complaints Assessment Manager for consideration. The Complaints Assessment team will be in touch with you in due course.

Kind regards

Kerry Norman
Executive Assistant

Health and Disability Commissioner
45 Queen St, Level 10, Tower Centre Building
PO Box 1791, Auckland 1140
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