

16 May 2012



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

[Redacted] Street

AUCKLAND CITY | [Redacted]

Dear Mr [Redacted]

Complaint: Waitemata District Health Board

Our ref: C11HDC [Redacted]

I write further to your recent email correspondence regarding the Deputy Commissioner's decision to take no further action on your complaint.

Based on the further points you have raised, the Commissioner has decided to request a response from Waitemata District Health Board addressing the points that you feel were not fully considered in our initial assessment of your complaint. Once we have received a response and reviewed this information, we will be in contact with you again.

In your recent correspondence, you have made reference to comments made in your original, "full" complaint. You were clearly advised by Mr I [Redacted] in your phone conversation on 9 August 2011 that your original complaint, as submitted, could not be opened on our computer system due to its size, and that you would need to submit a more concise version. The Deputy Commissioner's examination of your complaint is based on this revised version, dated 9 August 2011, along with the attached documentation.

We have received more than 12 emails from you since March 2012, most of which contain large attached files. As you have already been advised, we do not have the resources to process this amount of information, and it is simply not practicable to read each attachment in its entirety.

Out of consideration to our staff, and with an interest in ensuring that important points are not overlooked, it would be helpful if you could keep any future correspondence as concise as possible.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Deborah O'Flaherty'.

Deborah O'Flaherty
Complaints Assessment Manager