



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

23 March 2012

[redacted] Street

AUCKLAND CITY 1 [redacted]

Dear Mr [redacted]

**Complaint:** Waitemata District Health Board  
**Our ref:** C11HDC [redacted]

Thank you for your letter of 4 March 2012, in which you request the following information:

- Letter from Complaints Assessor A [redacted] L [redacted] to Waitemata District Health Board dated 6 October 2011.
- Notes, transcripts of phone calls and emails between Waitemata District Health Board and HDC regarding your complaint.
- Memos, notes or transcripts of phone calls or formal discussions, and other written communications between HDC.

I have considered your request under the Privacy Act 1993 and the Official Information Act 1982. Please find **enclosed** the information you have requested, which consists of the following documents:

- Letter from Complaints Assessor A [redacted] I [redacted] to Waitemata District Health Board dated 6 October 2011.
- Complaint summary printed 27 February 2012 (please note I have withheld Dr Dale Bramley's personal contact details to protect his privacy pursuant to section 9(2)(a) of the Official Information Act).
- Letter from Deputy Health and Disability Commissioner Theo Baker to Waitemata District Health Board dated 24 February 2012.
- Record of telephone conversation between you and Mr L [redacted] dated 13 December 2011.
- Record of telephone conversation between you and Complaints Assessor J [redacted] F [redacted] dated 13 December 2011.
- Letter from Waitemata District Health Board to Mr L [redacted] dated 26 October 2011, and your clinical notes as enclosed with that letter.
- Record of telephone conversation between Mr I [redacted] and Waitemata District Health Board dated 20 October 2011.

- Administrative record of letter sent to you on 15 August 2011.
- The Complaints Assessment Triage Form.
- Complaint summary printed 16 August 2011 (please note I have withheld Dr Dale Bramley's personal contact details to protect his privacy pursuant to section 9(2)(a) of the Official Information Act).

Please note that, pursuant to Principle 7 of the Privacy Act 1993, you may request correction of this information.

Yours sincerely



Lydia Wadsworth  
**Legal Advisor**