

Subject: Case ID: 36

From: Info (info@ombudsman.parliament.nz)

To: [redacted]@yahoo.co

Date: Tuesday, 23 August 2016, 11:28

Dear Mr [redacted]

## Official Information Act

### Ministry of Social Development

I refer to your recent correspondence in which you enquire as to progress with your complaint.

As you are probably aware, we have had significant difficulty dealing with complaints as quickly as we would like to because of the volume of complaints on hand. We are now contracting experienced investigators to assist.

In order to deal effectively with the investigation of your complaint, it is going to be reassigned shortly to another investigator. Once so assigned we shall provide you with the contact details of that investigator.

As you may be aware there has recently been a significant change in the Office of the Ombudsman, with Professor Ron Paterson stepping down from his role as Ombudsman and Leo Donnelly replacing him in this position. Ombudsman Leo Donnelly has now taken responsibility for your complaint. Mr Donnelly will also need time to review the file.

In the meantime, it would be useful for the new investigator to know whether the provision of the salary ranges for the advisors in the Ministry's employ at the date of your request would resolve your complaint.

If any circumstances have changed that are relevant to your complaint, please advise us. The best way to get in touch with us is by our email address: [redacted]. Alternatively, you can telephone on freephone 0800 802 602 or write to our postal address. If you do contact us, please ensure that you provide the reference number at the top of this letter.

Yours sincerely,

**Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata**

Phone 04 473 9533 0800 802 602 | Fax 04 471 2254

Email [redacted] | [redacted]

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