

Our ref 4.

11 April 2016

Mr
By email: _____@yahoo.co

Dear Mr

**Official Information Act complaint
Health and Disability Commissioner**

I refer to your correspondence of 9 March 2016.


We have undertaken an initial assessment of your complaint, and the next step is to allocate your complaint to an Investigator who will continue to assist the relevant Ombudsman.

Unfortunately, due to the large volume of complaints this Office is receiving, there are delays in progressing some complaints. Your complaint is now queued for allocation to an Investigator in our Auckland Investigation and Resolution Team. Please find **enclosed** Appendix 1 outlining our complaint handling process.

The Manager of the Auckland Investigation and Resolution Team, S will contact you when there is progress to report.

In the meantime, if the circumstances relating to your complaint change, please let us know.

Yours sincerely

 Leo Donnelly
Deputy Ombudsman

encl: Appendix 1. Complaint handling process