

**Subject:** Case ID: 39, 4  
**From:** Info (info@ombudsman.parliament.nz)  
**To:** @yahoo.co  
**Date:** Saturday, 13 June 2015, 10:58

Dear Mr

### Your complaint against Ministry of Social Development (MSD)

I refer to your email of 17 May 2015 seeking an update on the two complaints with this Office and I apologise for the delay in responding to that email.

Your complaint against 39, 4 against the Privacy Commissioner is allocated to an Investigator, M. C. She will update you directly on the status of that complaint.

The complaint against MSD has been assessed but is yet to be allocated. I note your concerns about the delay in progressing your complaint and note that you have requested that your complaint be progressed urgently.

While we appreciate that all complaints are important to the individual concerned, we cannot progress all complaints urgently. We do not have sufficient investigative resources to do so. We manage a queued assessment and allocation process and prioritise complaints where we have assessed them as urgent or in need of urgent allocation. We did not consider that we could accord your complaint against MSD priority over the other complaints on hand or the other complaints where an urgency had been identified. I appreciate that this may not be the response you were seeking, and I am happy to discuss this further with you.

If we have not allocated your complaint within the next six weeks, we will send you an update on your complaint.

### Change of circumstances/new information

In the meantime, please let us know if the circumstances relating to your complaint change, or if you have any urgent concerns. If you have new or additional information, you can send it to us by email or post (details below), and we will add this to your complaint.

### Contacting us

You can contact us by email at: info@ombudsman.parliament.nz. Alternatively, you can telephone us on freephone 0800 802 or write to our postal address. If you do contact us or send us additional information, please ensure that you provide the complaint reference number at the top of this email.

Yours sincerely

P.  
**Manager Intake and Assessment**  
Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

PO Box 10152, Level 7, SolNet House, 70 The Terrace, Wellington

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