

**Subject:** FW: Ongoing correspondence - our references: Case IDs 36 , 39 4, 4 7,42 0 and 43 0  
**From:** Info (info@ombudsman.parliament.nz)  
**To:** [redacted]@yahoo.co  
**Date:** Wednesday, 21 December 2016, 15:57

Dear Mr [redacted]

Further to your emails of 8 and 17 December 2016, I am now in a position to update you on your complaints. Sorry again for the delay and thank you for your patience.

#### Case ID 36

You would recall that this file is being dealt with by experienced investigators contracted to assist the Ombudsmen with the older complaints. The Investigator dealing with this case is E [redacted]. Should you have any queries, you can write to her at our info@ombudsman.parliament.nz email address, quoting Case ID 36 [redacted] in the subject heading of your email.

Ms [redacted] informed me that the Ombudsman is currently considering your matter, and unless he requires her to do further work, you should receive correspondence from him shortly.

#### Case ID 39 4

This file is also with the investigators dealing with the older complaints. It is currently queued for allocation to an investigator, and you will be informed if there is any progress to report. Should you have any queries on this file, you can write to D [redacted] at our info@ombudsman.parliament.nz email address, quoting Case ID 39 4 in the subject heading of your email.

#### Case ID 42 0

I am now able to allocate this case to Investigator C. [redacted] I [redacted] to progress further. She will attend to it after she returns to the office in mid-January 2017.

Ms L [redacted] can be contacted at C [redacted] L [redacted]@ombudsman.parliament.nz and

telephone 0800 802 . She will contact you once she has had the opportunity to peruse the file, and will keep you updated at least every six weeks.

**Case ID 42 0**

I have allocated this case to Investigator A. to progress further.

Ms. can be contacted at A. @ombudsman.parliament.nz and telephone 0800 802 . She will contact you once she has had the opportunity to peruse the file (which will only be in the New Year), and will keep you updated at least every six weeks.

**Case ID 41 7**

As Professor Paterson Indicated to you in his letter of 17 August 2015 (Case ID 36 ), it is sometimes necessary to limit the number of complaints from one person that we investigate at any one time. This is to prevent too many of our limited resources been taken up by one complainant at the expense of others. Three of your complaints now have assigned investigators. Case ID 41 7 will therefore have to remain in the Auckland queue until the other cases have been finalised.

I trust the above meets with your approval.

Yours sincerely

T. S.

Manager: Investigations and Resolution, Auckland Office

Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

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