

Subject: Attn: Mr T. S (redacted) rqst f. update on complaints 39 4, 41 7, also 36
From: (redacted) @yahoo.co
To: complaint@ombudsmen.parliament.nz;
Date: Friday, 5 May 2017, 15:08

Dear Mr T S (redacted) dear D (redacted), dear staff at
the Office of Ombudsmen

It is with some concern that I feel prompted to write to your Office of Ombudsmen again, as following an email update from you dated 21 December 2016, there has still not been any noticeable progress with two aged complaints that are supposed to be waiting in a queue to be processed.

While there appears to be some progress being made in your Wellington Office, where complaints 42 0 (Official Information Act-, or OIA-complaint about the HDC from 09 March 2016) and 43 0 (Ombudsmen Act complaint about the HDC, from 17 July and 23/24 Oct. 2016) appear to be investigated now, and where the older complaint 36 (fr. Aug. 2013, about MSD's OIA info responses) appears to be considered as having more or less been "resolved" by now, I have not received any further correspondence re my complaint filed under your reference 39 4 (from 13 Dec. 2014, updated on 9 March 2015) and also re complaint 41 7 (from 01 Nov. 2015).

In your email from 21 December 2016 I was informed that D (redacted) would look after complaint 39 4, but no contact details were offered for complaint 41 7, which is now also about two and a half years old.

Also of concern to me is that a separate Ombudsmen Act (OA) complaint dated 07 July 2015, which had also been added to file 36 4, was simply dismissed by former Ombudsman Ron Paterson, as he did not wish to investigate the wholesale deletion of emails by MSD's Principal Health Advisor Dr Bratt. Further correspondence I sent re that was apparently not being answered to, as Prof. Paterson resigned from his position of Ombudsman, after sending a last letter re that complaint, which was dated 06 May 2016. My emails and letters dated 21 May and 25 August 2016 appear to not have been responded to, and I had expressed my ongoing concerns about the record keeping of Dr Bratt, and suggested they should also be considered when assessing and investigating my newer complaint about MSD under reference 41 7.

I will not at this stage seek an update on two newer complaints filed with the Office of Ombudsmen under your references 44 3 (about an OIA response by MSD) and 44 (Ombudsmen Act complaint about the Privacy Commissioner's handling of a complaint), which are somewhat recent, and which may yet take some time to be processed.

Nevertheless, the delay with the two complaints under references 39 4 and 41 7, both raising issues with past OIA responses by MSD, give me reason to be very concerned. There have been ongoing issues with poor and not delivered OIA responses - provided by MSD, and by further delaying the investigation of these aged complaints MSD may not feel urged to improve their responses to OIA requests for specific information that one should be able to expect for reasons of transparency and accountability.

Therefore I seek a brief update re the following:

Complaint 36 - 4:

- a). Is that complaint now considered fully 'resolved' after MSD provided salary band information on the salaries of senior health and disability advisors working for the Ministry?
- b). Will there still be a response to my emails and letters dated 21 May and 25 Aug. 2016, re the O.A. complaint from 07 July 2015 (Dr Bratt's deletion of email records), and/or will my concerns expressed in that correspondence be considered for complaint 41 - 7?

Complaint 39 - 4:

Could you please give me some indication, as to how long the complaint may still have to wait in the queue before being processed?

Complaint 41 - 7:

- a). Could you please give me an indication, as to how long that complaint may still have to wait in the queue before being processed?
- b). Could you confirm to me, whether my emails and letters from 21 May and 25 August 2016 (under complaint 36 - 4) have also been added to this complaint, as they raise concerns that may also be relevant when investigating this complaint about MSD and their OIA responses.

I hope that this request will not inconvenience you too much, and that some indication can be given re likely progress with these matters.

Yours thankfully and sincerely

Street

Auckland

Email. @yahoo.co

Phone: 09