

Our ref 39 4/41 /42 0/43 0  
Contact AKLD ALLOCATION  
23 August 2016



Mr  
By email: \_\_\_\_\_@yahoo.co

Dear Mr

### Various complaints

Thank you for your emails of 5 and 28 July 2016 requesting an update on your complaints to the Ombudsmen. My apologies for not responding earlier.

Your presumption that Ombudsman Donnelly has assumed responsibility for the matters previously dealt with by Ombudsman Paterson is correct.

### File reference 39 4

As you may be aware, this Office has a number of aged files (including your file 39 4) where limited progress has been made. I acknowledge that this situation is far from ideal. However, the Chief Ombudsman is committed to eliminating this backlog.

We are currently developing a plan to progress our aged complaints in the most efficient and consistent way possible. As you know, this Office has received specific funding from Parliament to target these complaints and we expect to commence this plan from mid-August 2016. We are actively working towards implementation of our plan for aged files and file 39 4 will in future be dealt with from the Wellington office. (Your file 39 4 is already being dealt with from Wellington.) You will be updated on further progress as soon as possible. Your patience in this regard is appreciated.

### File references 41 7, 42 0 and 43 0

Files 41 7 and 42 0 are still waiting in the queue for allocation in turn to an investigator in Auckland. Please accept my sincere apologies for the delay, which is caused by the number of files on hand awaiting allocation.

File 43 0 is also now queued for allocation to an investigator in Auckland.

We shall inform you of the name of the assigned investigator as soon as these files have been allocated.

In the meantime, if any circumstances have changed that are relevant to these file, please advise us. The best way to get in touch with us is by our email address: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

Alternatively, you can telephone on free phone 0800 802 [redacted] 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

A handwritten signature in black ink, appearing to be 'T. S.', is written over a faint, illegible stamp or background.

T. S.  
Manager—Investigations and Resolution, Auckland