

**Subject:** Acknowledgement Letter Ref: 41 7  
**From:** Info (info@ombudsman.parliament.nz)  
**To:** @yahoo.c  
**Date:** Monday, 2 November 2015, 14:11

Our Ref : 41 7

2 November 2015

Dear M

Thank you for your correspondence received on 1 November 2015 about the Ministry of Social Development. Your correspondence has been allocated reference number: 41 7.

As you may be aware, we receive a large number of enquiries from the public. These can be by telephone, email, online, in person as well as in writing. All of them first have to be appropriately assessed. Your complaint is currently at the initial assessment stage. A brief outline of our complaint handling process is set out in Appendix A. We will work through the complaint you have made and the facts you have given us and contact you again.

#### **Change of circumstances/new information**

In the meantime, please contact us if the circumstances relating to your complaint change, or you believe that your complaint should be dealt with on an urgent basis. 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. Alternately, you can telephone us on freephone 0800 802 602 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 letter.

#### **What our role is and what we expect from you**

In Appendix B we have outlined what the Ombudsmen do and what their responsibilities are. It also outlines our expectations of you when dealing with the Office. Please read this through carefully.

Yours sincerely

Office of the Ombudsman | Tari o te Kaitiaki Mana Tangata

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