

Our ref 41 - 7

21 December 2015

Mr \_\_\_\_\_

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

Dear Mr \_\_\_\_\_

**Official Information Act complaint  
Ministry of Social Development**

Thank you for your email of 23 November 2015.

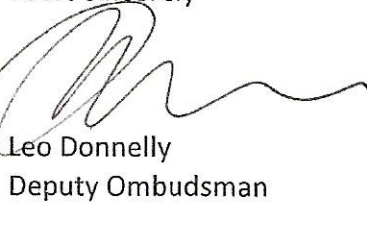
I regret the delay in providing you with an update on your complaint.

We have undertaken a further assessment of your complaint, and the next step is to allocate your complaint to an Investigator who will continue to assist the relevant Ombudsman.

The Manager of the Auckland Investigation and Resolution Team, T. \_\_\_\_\_ will contact you when there is progress to report.

In the meantime, if the circumstances relating to your complaint change, please let us know.

Yours sincerely



Leo Donnelly  
Deputy Ombudsman

**Subject:** Fw: Email sent 9 May 2017 re complaints 36 4 and particularly 41 7  
**From:** ( ) @yahoo.co )  
**To:** @ombudsman.parliament.nz;  
**Date:** Sunday, 20 August 2017, 21:07

## OIA Complaint, Case Ref.: 41 7

Dear B

The attached email sent to you on 18 May this year appears to be the last correspondence I had with your Office in relation to my OIA complaint under your case reference 41 7.

On 21 December 2016 I had received an update from Mr S indicating this particular complaint was still in the queue to be allocated to an investigator. He appeared to consider that complaints 36 4 (now closed), 39 4 and 42 2 would first have to be completed, before that one could be processed. On 8 May 2017 you gave me an email update re complaints 36 4 and 39 4, but no further information re 41 7.

I was informed by another investigator a few months ago, that they were close to completing the investigation of complaint 42 2 but despite of one matter having been decided on by Mr Donnelly, another having been referred to the Privacy Commissioner, there is still something that remains to be resolved under reference 42 2 (letters the HDC refused to make available under the Privacy Act and OIA, dated 29 Jan. 2015 and 4 June 2015).

Meanwhile I note that at least two newer complaints about the Health and Disability Commissioner are already in the process of investigation.

As I note from information available on your Office's website, the Chief Ombudsman commented in a speech to the New Zealand Nurses Organisation, apparently given on 4 August 2017, that about half of the backlog of complaint files have now been processed.

As this particular complaint dates back to late 2015, I remain hopeful that some progress may soon be made with case reference 41 7.

In any case, would it be possible for you to provide a brief update, at what stage the complaint now is? A brief response in this regard should suffice.

Yours thankfully

Street

Email: @yahoo  
Phone: 09

----- Forwarded Message -----

**From:** <@yahoo.c >  
**To:** E F <E @ombudsman.parliament.nz>  
**Sent:** Thursday, 18 May 2017, 21:52  
**Subject:** Re: Email sent 9 May 2017 re complaints 36 4 and particularly 41 7

## OMBUDSMAN OFFICE COMPLAINT 41 7

Dear E

I thank you for your brief response from today, updating me on my concerns expressed in my email from 09 May 2017, and in two attached documents (re correspondence already sent earlier on 21 May and 25 August 2016).

While I am of course disappointed that the former O.A. complaint about Dr Bratt's wholesale deletion of specified emails (previously dealt with by Prof. Paterson under complaint ref. 36 4) will not be reconsidered, I must express my expectation that the information that I sent about Dr Bratt will then be considered together with **complaint number 41 7**, which is still due to be allocated to an investigator and to be assessed and investigated later.

For that purpose I would appreciate the relevant information to be added to that file in the queue at the Auckland Office (as explained by Mr S late last year).

Re any other complaints I will await the responses in due course.

Yours sincerely and thankfully

Street

Auckland

Email: @yahoo.cc  
Phone: 09

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**From:** B < @ombudsman.parliament.nz>  
**To:** < @yahoo.co >  
**Sent:** Thursday, 18 May 2017, 8:57  
**Subject:** RE: Email sent 9 May 2017 re complaints 36 4 and particularly 4 7

Dear Mr

Thank you for your email.

Preliminary consideration of your emails indicated that no new grounds for re-opening the OA

**Subject:** RE: Letter in respect of OIA complaint- Case ref: 39 4  
**From:** ( @ombudsman.parliament.nz)  
**To:** @yahoo.co  
**Date:** Monday, 21 August 2017, 9:48

Dear M.

Thank you for your emails.

We have made significant progress in addressing the OIA issues raised by this complaint (complaint 39 4) - we have been back and forward with the MSD a number of times to ensure that the Ombudsman has all the information he needs to go to a provisional opinion. There is just one further enquiry (made last week) about one of the aspects of this (wide-ranging) complaint that we are waiting to hear back from the Ministry about.

In respect of the other matter ( Dr Bratt's record-keeping) the Ombudsman will be addressing that issue in his provisional opinion on 39 4. I apologise that in my email to you of 18 May 2017 I referred to the 'new' notification as being complaint number 36 4, when it should have been 39 4.

Kind regards,

E

**From:** [mailto: @yahoo.co ]  
**Sent:** Sunday, 20 August 2017 8:32 p.m.  
**To:** E @ombudsman.parliament.nz>  
**Subject:** Re: Letter in respect of OIA complaint- Case ref: 39 4

**OIA Complaint, Case Ref.: 39 4**



**Subject:** Office of the Ombudsman - our references: Case IDs 41 7, 44 8 and 44 4.  
**From:** Info (info@ombudsman.parliament.nz)  
**To:** @yahoo.co  
**Date:** Monday, 9 October 2017, 12:27

Dear Mr

With reference to your email below, I have now allocated your cases 44 8 (OIA/MSD) and 44 4 (OA/Privacy Commissioner) to Ms C L to assist the Ombudsmen further. She will be in contact as soon as she has had the opportunity to peruse the files.

Regarding your older case 41 7 (OIA/MSD), there is a possibility that the team dealing with aged cases may be able to assist with this case. We should know what their capacity would be by end November. In view of this possibility of extra assistance so that we can deal with all three of your open cases soon, I thought it prudent to rather get your two newer cases attended to now, and to make a decision about the allocation of case 41 7 in November.

I trust the above meets with your approval. Thank you for your patience while awaiting the allocation of these cases.

Yours sincerely

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**Manager: Investigations and Resolution, Auckland Office**

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Level 10, 55 Shortland Street, Auckland

**Subject:** Office of the Ombudsman - our reference: Case ID 41 7  
**From:** Info (info@ombudsman.parliament.nz)  
**To:** @yahoo.cc  
**Date:** Monday, 11 December 2017, 9:58

Dear Mr

With reference to my email of 9 October 2017, I have now allocated your LGOIMA complaints against the Ministry of Social Development (case ID 41( 7) to acting Senior Investigator C. L. to assist the Ombudsman further. On reflection I thought it better to give this case to her as well, rather than send it to another team, since she is familiar with the background to your matters. She will be in touch in due course.

Thank you for your patience while waiting for this case to be allocated.

Yours sincerely

T

Manager: Investigations and Resolution, Auckland Office

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**Ombudsman**

Fairness for all

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