



30 June 2023

Tēnā koe

On 1 June 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Under the official information act, I request: any and all information, including correspondence, pertaining to any complaints against Work and Income service centre managers in Christchurch in 2023. This includes any issues escalated to HR.*

On 8 June 2023, the Ministry emailed you to confirm whether you were seeking information about complaints made by Ministry staff members and/or clients. On the same day, you confirmed that you sought information about complaints made by Ministry staff members.

The Ministry has found no evidence of any complaints within the scope of your request. Therefore, I am refusing your request under section 18(e) of the Act as the information does not exist or, despite reasonable efforts to locate it, cannot be found.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

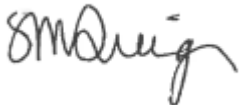
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding complaints made against Work and Income Service Centre Managers in Christchurch, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'S Quigan', written in a cursive style.

Sarah Quigan
Manager
Official Information