



30 April 2024

Tēnā koe

Official Information Act request

Thank you for your email of 9 April 2024, requesting information about for the complaint process for unprofessional and incompetent staff. I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

The Ministry handles complaints, including those that relate to staff/client interactions, under the complaints handling process set out in a previous OIA published on the Ministry website, linked below.


<https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2023/june/30062023-request-for-all-information-about-the-complaints-process-for-current-clients-including-policy-and-statistics-over-the-last-five-years.pdf>

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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

p.p. 

Magnus O'Neill
General Manager
Ministerial and Executive Services