



20 August 2024

Tēnā koe

Official Information Act request

Thank you for your email of 27 July 2024, requesting information about the number of complaints received in the past two years, and the number that have been responded to. I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

From 1 July 2022 to 30 June 2024, the Ministry received a total of 15,598 complaints. When a complaint is made, the Ministry contacts the complainant to confirm it has been received and from there the Ministry will investigate and provide a formal response if needed.

Where the complainant does not respond to the Ministry's attempts to discuss or investigate the complaint, the complaint may be closed without further action, if appropriate.

At the time of writing, the Ministry has considered all but 10 complaints. All 10 of those complaints have been received in June 2024.

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

Magnus O'Neill
General Manager
Ministerial and Executive Services