



30 October 2024

Tēnā koe

### **Official Information Act request**

Thank you for your email of 1 October 2024, requesting complaints data.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below. For the sake of clarity, I will respond to your request in parts.

Please note that to protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data. Figures in the two tables provided above have had random rounding to base three applied to all counts. Random rounding does not round down to zero. A value of one or two will be rounded to three. The impact of applying random rounding is that figures may not add exactly to the given column totals, and figures may differ from those previously presented. The counts shown will never differ by more than two from the original counts.

Please also note that the data outlined below does not cover complaints relating to Studylink.

- 1. Please provide either from the last financial year or from the current calendar year the total number of complaints categorised by the region or alternatively branch if available.*
- 2. Further please sub-categorise to complaint types as listed in your website where it lists type of complaint including privacy related.*

Please find the information requested in **Table 1** and **Table 2**, in **Appendix A**.

- 3. If you hold the statistics about first contact to complainant please provide this as well associated with the totals.*

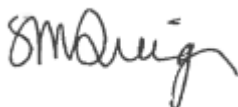
The Ministry contacted you on 10 October 2024, asking you to specify the information requested with due particularity under section 12(2) of the Act. I note that in your response of 17 October, you declined the opportunity to refine this query. As it remains unclear to me what information you are seeking in this question, I have not considered it as a request under the Act.

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](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request regarding complaints data, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

**Table 1: Number of complaints received in the 2023-2024 FY, broken down by region and month.**

Region	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Auckland	153	141	171	207	201	180	267	234	258	246	309	222	<b>2,595</b>
Bay of Plenty	57	60	66	57	60	51	87	78	66	51	51	54	<b>741</b>
Canterbury	48	51	51	51	60	54	69	57	63	57	57	54	<b>669</b>
Central	12	27	21	33	9	3	39	24	18	18	36	30	<b>273</b>
East Coast	60	42	36	57	45	33	66	45	48	39	45	27	<b>540</b>
National Office	6	6	9	18	21	15	27	27	9	3	3	6	<b>147</b>
Nelson	6	9	18	6	27	21	12	15	21	15	12	12	<b>174</b>
Northland	33	24	24	30	48	36	27	45	33	27	30	39	<b>393</b>
Southern	12	12	9	15	42	24	21	33	42	33	36	33	<b>306</b>
Taranaki	21	51	27	24	30	15	33	48	30	36	24	24	<b>360</b>
Waikato	69	87	60	132	117	108	141	123	105	111	105	114	<b>1,263</b>
Wellington	51	51	48	57	51	60	75	90	126	108	108	105	<b>933</b>
<b>Total</b>	<b>534</b>	<b>561</b>	<b>540</b>	<b>684</b>	<b>705</b>	<b>600</b>	<b>864</b>	<b>819</b>	<b>816</b>	<b>747</b>	<b>813</b>	<b>714</b>	<b>8,394</b>

**Table 2: Number of complaints received in the 2023-2024 FY, broken down by complaint type.**

Complaint type	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Action Taken	174	168	183	198	201	174	348	300	291	285	318	210	<b>2,850</b>
CE Correspondence (National Office only)	3	0	3	0	0	0	3	0	3	0	0	3	<b>6</b>
Confidentiality	6	3	6	9	9	3	6	6	6	12	12	12	<b>90</b>
EH Occupant - various	36	21	18	24	21	27	15	18	24	15	21	12	<b>246</b>
EH Supplier - various	12	12	9	9	9	15	9	3	6	3	3	3	<b>96</b>

Table 2 continued:

<b>Complaint type</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
Emergency Housing	6	6	3	6	9	6	12	9	12	3	6	6	<b>84</b>
Environment	6	3	3	6	6	0	0	3	3	3	3	6	<b>39</b>
Information Provided	57	36	39	63	60	54	51	81	54	75	66	72	<b>705</b>
Interpersonal Skills / Staff Attitude	168	213	177	186	213	159	219	213	276	249	249	246	<b>2,568</b>
Ministerial Correspondence (National office only)	0	3	0	0	0	0	0	3	0	3	0	0	<b>3</b>
Policy / Legislation / Procedural	15	18	30	36	27	42	57	33	54	30	27	51	<b>423</b>
Technology	12	3	12	36	39	48	42	24	18	15	30	33	<b>309</b>
Timeliness	42	72	57	111	111	78	105	123	78	66	75	63	<b>981</b>
<b>Total</b>	<b>531</b>	<b>558</b>	<b>540</b>	<b>681</b>	<b>708</b>	<b>597</b>	<b>864</b>	<b>819</b>	<b>816</b>	<b>747</b>	<b>813</b>	<b>714</b>	<b>8,394</b>