



**MAY 28, 2019**

Tane Harre

[fyi-request-10374-236c1cf9@requests.fyi.org.nz](mailto:fyi-request-10374-236c1cf9@requests.fyi.org.nz)

Dear Tane

**Official information request**

Thank you for your correspondence of 24 May 2019 where you asked us to estimate how many public figures have made complaints about harmful digital communications with Netsafe.

We capture statistical data relating to complainants such as their ethnicity and age. We do so to inform policies and decisions regarding current and future services.

Currently we do not capture any statistical data specifically regarding public figures. Also, complaint files are not categorised according to whether they are made by public figures. This means finding information you have asked for would require a manual search of over 7,000 complaint files. This would impose a measuredly heavier workload on Netsafe's operations team which already has a heavy workload in providing complaint handling and associated services.

As such, due to the substantial amount of work that would be required to research and collate the information you have requested, we are refusing your request under section 18(f) of the Official Information Act 1982. You have the right to seek an investigation and review by the Ombudsman of this decision. Information about this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note, we publish quarterly reports which contain statistics about HDC complaints made to Netsafe. You may like to visit the following webpage to access these reports: <https://www.netsafe.org.nz/our-work/netsafe-media-releases/>

Yours sincerely,

A handwritten signature in black ink, appearing to be "B. Thomas".

Ben Thomas, Legal Advisor