

11 November 2019



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

Gloria Ashton

By email: [fyi-request-11450-3dbf469e@requests.fyi.org.nz](mailto:fyi-request-11450-3dbf469e@requests.fyi.org.nz)

Dear Ms Ashton

**Re: Information Request**  
**Our ref: E19HDC02019**

Thank you for your email of 14 October 2019 requesting:

“In the 2015 Annual Report, under ‘output 1-complaints management’, the results of a 2 yearly consumer and provider satisfaction survey were reported as “65% of respondents agreed or strongly agreed” that they were satisfied with HDCs processes. In 2009 survey results were reported broken down by group (consumers vs providers) and parameters of satisfaction. I am writing to request a breakdown of the survey results from 2015. I would like the reported “65%” broken down into percentage of providers and percentage of consumers. I would also like to see the rest of the survey results broken down by parameter and group (provider/consumer). I would like to know if any surveys have been carried out since 2015 (not including advocacy service surveys).”

I have considered your request under the Official Information Act 1982.

*Refusal of an aspect of your request*

The information we hold does not allow HDC to breakdown the survey information in the way you requested. Therefore, I refuse this aspect of your request pursuant to section 18(e) of the Official Information Act, as the document alleged to contain the information requested does not exist, or, despite reasonable efforts to locate it, cannot be found.

I can advise that there have been no surveys since the 2015 survey.

You may seek a review of this decision from the Office of the Ombudsman.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Shirlene Anand', is written over a light blue circular stamp.

Shirlene Anand  
**Deputy Chief Legal Advisor**