



3 November 2020

Ref: DOIA 2021-0735

Sam Johnson  
[fyi-request-13914-da6f1f59@requests.fyi.org.nz](mailto:fyi-request-13914-da6f1f59@requests.fyi.org.nz)

Dear Sam Johnson

Thank you for your email to the Ministry of Business, Innovation and Employment (MBIE), requesting the following information under the Official Information Act 1982 (the Act):

1. *For each hotel, the number of complaints received by guests as well as detailing any corrective actions requested to be performed by the hotel facilities based on these complaints.*
2. *The rationale behind removals of hotels from the Managed Isolation facilities list on [miq.govt.nz](http://miq.govt.nz) (and previously on [covid19.govt.nz](http://covid19.govt.nz)). If these removals were due to not meeting quality standards or based on complaints, please detail what these complaints were regarding.*

I am writing to advise you that MBIE will provide a response but needs to extend the time available to answer your request. The MBIE's response will be sent to you no later than 11 December 2020.

The reason for the extension is that consultations necessary to make a decision on the request are such that a proper response to the request cannot be made within the original time limit.

You have the right to seek an investigation and review by the Ombudsman of this decision, in accordance with section 28(3) of the Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

Rose Chamberlain  
**Team Leader, Ministerial Writing**  
Ministerial Services

