



**BAY OF PLENTY**  
DISTRICT HEALTH BOARD  
HAUORA A TOI

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## OIA REQUEST

**Received:** 10 May 2021  
**Due:** 08 June 2021  
**Response Date:** 11 May 2021  
**Subject:** Nga Mataapuna Oranga

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In response to your request under the Official Information Act, please find our response below:

### Questions

Please provide the following information:

Under the OIA, I request a copy of the following

1. Complaint procedure for your contractor NGA MATAAPUNA ORANGA.
2. Expected response timeframe for emails sent to "hello@nmo.org.nz and a breakdown for last year of how many responses fit within the expected timeframe.

Information held by a contractor to an OIA organisation is deemed held by that organisation, if it is in the contractor's capacity as contractor. NGA MATAAPUNA ORANGA is contracted by Bay of Plenty DHB.

### Response

Pursuant to clause 18(e) of the Official Information Act the BOPDHB cannot provide this information on the grounds that BOPDHB does not hold this information.

You will need to contact Nga Mataapuna Oranga direct and ask them for a copy of their complaints procedure.

As part of Nga Mataapuna Oranga's contract with BOPDHB, they are required to have a complaints procedure but BOPDHB do not dictate what this procedure must contain.

Please note that this response may be published on our website as part of our proactive release practice.

Yours sincerely

**DEBBIE BROWN**

Senior Advisor Governance and Quality

