

27 October 2021

Nic Lane

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Tēnā koe Nic

I refer to your request received on 29 September 2021, which has been considered under the Official Information Act 1982 (OIA), for the following information:

- *Are you able to give a breakdown of the process as to how formal complaints are handled, which department manages them, how they're investigated, the typical timeline for resolving them, how confidentially is handled, and any part of the process which I might have missed?*
- *Are you also able to supply how this procedure is communicated via your website.*

Complaints received by the Ministry are managed and investigated by the Chief Legal Advisor. There is no standard process for how they are managed because all complaints are different. The Chief Legal Advisor makes decisions on how to investigate and respond based on the particulars of each individual complaint.

Equally there is no standard timeframe for resolution of a complaint, but the Ministry prioritises dealing with complaints and attempts to investigate and resolve them as soon as practicable. Details of the complaint and information about the complainant are kept confidential, to the extent that this is consistent with natural justice and the due process of investigation.

Please find attached our Complaints Policy which gives further information.

Regarding the second part of your request, because each investigation is different, the Ministry does not communicate any procedure via its website but instead gives the simplest avenues for members of the public to raise a complaint. In accordance with the policy the Ministry responds to complaints raised by any means, including in person, over the telephone, or in writing on paper, by email, or via social media.

The information publicly available relating to complaints can be found at: <https://mch.govt.nz/copyright> and at [mch.govt.nz/contact-us](https://mch.govt.nz/contact-us).

If you wish to discuss this letter with us, please feel free to contact [OIA@mch.govt.nz](mailto:OIA@mch.govt.nz).

Nāku noa, nā

  
Sarah Hardy (Oct 27, 2021 12:48 GMT+13)

Sarah Hardy

**Pou Mataaho o Te Iho**

**Deputy Chief Executive, Organisational Performance**