



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

21 September 2023

T Smith

By email: fyi-request-24002-94589efc@requests.fyi.org.nz

Tēnā koe T Smith

Re: Information request

Our ref: C23HDC02007

Thank you for your email of 30 August 2023 requesting:

- 1) “documents/polices/education resources that are used internally when the HDC decides to take "no further action on a complaint
- 2) what was done to explore the validity of Ref – C23HDC02007”

We have considered your request under the Official Information Act 1982 and the Privacy Act 2020.

You can find information on HDC’s approach to taking no further action on a complaint on our website: <https://www.hdc.org.nz/making-a-complaint/complaint-process/factors-relevant-to-taking-no-action-on-a-complaint/>

In relation to your second request, please note that as the FYI website is a public website, we are not able to release information from an individual’s complaint to the website as it would amount to HDC publishing private information. If you wish to seek personal information, we suggest you use your personal email address. We are therefore withholding this information pursuant to section 9(2)(a) of the Official Information Act and/or section 53(b) of the Privacy Act in order to protect the privacy of individuals. In relation to the information withheld, we are of the view that the reasons outlined above are not outweighed by other considerations that render it desirable, in the public interest, to make this information available.

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

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'Goodwillie', written over a light blue horizontal line.

Dr Craig Goodwillie
Senior OIA Advisor