



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

23 February 2024

Anonymous

By email: fyi-request-25027-959ecb4a@requests.fyi.org.nz

Tēnā koe Anonymous

Re: Information request

Our ref: E24HDC00081

Thank you for your email of 25 January 2024 requesting:

“Pursuant to sections 13 and 14, I request your assistance in obtaining the information as to:

- (1) the agency in which an affected party can lodge a complaint about a health provider who has breached sections 7-9 of the HIPCAA ;
- (2) how to lodge a complaint with that agency; and
- (3) the name of the agency that investigates and brings charges against individuals who have breached sections 7-9 of the HIPCAA; and
- (4) the rules, policies, regulations and other internal documents regarding the complaints process, investigation, and hold health providers to account who have breached sections 7-9 of the HIPCAA.”

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

We refer to our email dated 21 February 2024 requesting clarification on “HIPCAA” but we did not get a response. Therefore, we have presumed you refer to the Health Practitioners Competence Assurance Act 2003. We suggest you approach Ministry of Health as it administers the Act. The Office of the Health and Disability Commissioner is not involved in the regulation of health practitioners. Our Office promotes and protects consumer rights as set out in the Code of Health and Disability Services Consumers’ Rights, and resolves complaints in a fair, timely and effective way.

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'Craig Goodwillie', written in a cursive style.

Dr Craig Goodwillie
OIA Team Leader