



19 November 2024

Tēnā koe James

**Official Information Act request**

I am writing in response to your email of 11 November 2024, seeking details of any complaints received by the Ministry regarding complaints about Manurewa Marae, Te Pati Māori, or Takutai Tarsh Kemp – over an eleven-month period.

I understand that your questions flow from my decision to refuse your request for communication about this issue under section 18(f) of the Official Information Act 1982 (the Act), on the basis that substantial manual collation would be required to respond.

Your request is very broad. Initial searches undertaken by the Ministry across various email accounts identified 4357 emails that may be in scope of your request. Each of these emails would need to be individually reviewed to identify and collate any emails that relate to the complaints at issue.

The terms of your request “Manurewa Marae” and “Te Pati Māori” and “Takutai Tarsh Kemp” do not assist the Ministry in reducing the number of emails that would need to be reviewed.

A conservative estimate of the time required to manually review and assess each of these emails is 220 hours. This meets the threshold of substantial manual collation and would unreasonably interfere with the other functions of the Ministry.

I do not consider that consulting with you would help refine your request to a manageable number of emails, as other refinement terms are likely to be non-specific and produce more results which would then need to be reviewed (for example the terms “complaint” or “personal information”).

I do not consider that fixing a charge would remove the reason for the refusal either.

It is clear you do not agree with this decision. The Act does not set out a reconsideration process, but instead establishes a review mechanism for decisions to refuse requests for official information. As previously explained, it is the Ombudsman who will review a decision to refuse to official information.

You can seek a review by the Ombudsman. Information about how to make a complaint is available on their website: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

I consider this letter provides you with a full explanation of the grounds on which the decision was made, which you are entitled to receive when requested under section 19 of the Act.

Once the Public Service Commission concludes its inquiry into allegations that personal information provided to government agencies was misused by third-party service providers, and publishes its findings, you may wish to make a new request for the specific information or documents that you are interested in receiving.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'Magnus', is written over a light grey grid background.

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**