

OIA-CE-2024-02684

11 December 2024

Nic Lane
FYI website
fyi-request-29178-e1abd01d@requests.fyi.org.nz

Tēnā koe Nic

Thank you for your email, received on 13 November 2024, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on the Complaints Process Approachability at Oranga Tamariki. Your request has been considered under the Official Information Act 1982 (the Act).

I have addressed each of your questions below:

1. *An outline of the complaints process, including step-by-step details on how individuals can lodge a complaint and any flow charts to understand this process.*

The Oranga Tamariki website outlines the complaint process and how individuals can lodge a complaint which you can find [here](#). Oranga Tamariki also has leaflets at sites that people can access which provide a feedback form that can be detached and handed in or posted to us. As such, your request is refused under section 18(d) of the Act as the information requested is publicly available.

2. *Alternative Format Availability (information on the availability of alternative formats e.g. Easy Read, BRF, Oral) for complaints documentation and resources.*

Oranga Tamariki has an alternative page and web form on the Oranga Tamariki website for tamariki and rangatahi which can be found [here](#).

3. *Information on the languages supported within the complaints process, including te Reo Māori, New Zealand Sign Language, and any other languages available. This should include details of any written, spoken, or digital resources available in these languages to assist complaints through the process. Any specific strategies or initiatives to support complaints whose first language is not English.*

Oranga Tamariki follows the Government Web Standards to make sure that our content is available to everyone, including people with disabilities. There are two web standards that Government organisations need to meet which you can find [here](#) and

[here](#). There are no complaints process specific resources in other languages. If supports are required, the Feedback and Complaints team will access translation services as required.

4. *Approachability and Inclusivity Design – any documentation, guidelines, or assessments outlining how the ministry has incorporated inclusivity and approachability into the complaints process, particularly to support individuals with disabilities or language barriers.*

There is an expectation that barriers to engagement are identified and individuals making complaints are supported to be able to engage with the complaints process however there are no complaints process specific documentation, guidelines, or assessments for supporting individuals with disabilities or language barriers. As such, this part of your request is refused under section 18(e) of the Act as the information does not exist.

5. *Evaluation and Feedback Mechanisms – information on how the ministry evaluates the effectiveness of these accessibility measures, including any feedback mechanisms from the public to improve the process.*

When measuring the quality of complaint practice within Oranga Tamariki, we consider whether there were barriers to engagement identified and appropriate supports provided. This is part of our overall quality assurance of complaint practice and will be reported publicly each year in our annual report.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I trust you find this information useful. Should you have any concerns with this response, I would encourage you to raise them with Oranga Tamariki. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Nāku noa, nā



Philip Grady
Deputy Chief Executive
System Leadership