



15 April 2026

OIAD-1764 and OIAD-1822

Phoebe Robertson

Tēnā koe Phoebe,

Thank you for your requests under the Official Information Act 1982 (the Act) of 25 September and 7 November 2025 (OIAD-1764 and OIAD-1822 refer) seeking data on internal staff complaints at the Ministry for the Environment (the Ministry).

Following these earlier requests, the Ministry has identified that the information provided was incomplete. Please accept my sincere apologies for this.

Following a further review and audit of our records, we identified an additional six internal staff complaints within this period. Documentation relating to each of these complaints was stored in the Ministry's confidential files, however, they were not recorded in the Ministry's internal tracking spreadsheet, which was used to respond to the original requests under the Act.

Since then, People and Capability has reviewed and amended the Ministry's internal process to ensure complaints are recorded accurately and consistently.

In line with this, we are reissuing our response to the parts of both of your requests that seek data on staff complaints. I am providing this information to you in the format of Parts 1 to 5 of your first request, with the data being from 1 July 2021 to 7 November 2025.

1. Total Complaints & Monthly Breakdown

The Ministry received 9 internal staff complaints between 1 July 2021 and 7 November 2025. These are broken down by month received in Table 1:

Table 1: Number of complaints by month

Month	Original data provided	Number of complaints
March 2022		1
July 2022	1 (Note in the original OIA response this case had been included, however further investigation has clarified this instance occurred in March 2022, so this has been moved to row above)	
May 2023		1
August 2023		1

September 2023		1
January 2024		1
April 2025		1
May 2025	1	
June 2025	1	
September 2025		1

2. Resolution Pathways

Table 2 provides a response to each of these questions. Please note that the outcomes listed are not mutually exclusive for a particular complaint.

Table 2: Complaint

Complaint	Number of complaints
<i>For the complaints identified above, please advise:</i>	
<i>How many were formally investigated</i>	2 ¹
How many were informally closed, redirected, or deemed “resolved without investigation”	6
How many were withdrawn by the complainant	2
Complaint	Number of complaints
<i>The outcome of each complaint, recorded in aggregated form</i>	
Outcome: No action (and/or withdrawn)	3
Outcome: Informal resolution	4
Outcome: Escalated to formal action or investigation	1
Outcome: Staff resignation or exit	1
How many complaints remained open or unresolved for longer than 6 months, and how many remained unresolved after 12 months	Number of complaints
Remained open or unresolved for longer than 6 months	0
Remained open or unresolved for longer than 12 months	0

¹ Please note one complaint was formally investigated, but was later withdrawn. This is why there is a count of 10 in this section, but a count of 9 in the section below.

Of the complaints that were closed informally or not investigated, how many were closed with no documented follow-up action or engagement with the complainant?

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3. Time to Resolution

Of the complaints the Ministry has closed to date, both formal and informal matters were active for an average of 3 months and a median of 3 months from receipt through to final resolution or closure.

Complaints that underwent a formal investigation took an average of 1.5 months, while those resolved informally were resolved in an average of 3.5 months.

4. Complaint characteristics

I am continuing to withhold the number of complaints broken down by ethnicity of the complainant under section 9(2)(a) of the Act to protect the privacy of natural persons. As the number of complaints is low, releasing this information alongside other data such as the monthly breakdown and business group could risk identifying individual complainants.

Table 3 below provides data to answer the remainder of these questions. Please note that the business group structure of the Ministry changed on 1 December 2023 as part of a wider restructure, so I have noted where a business group is no longer active.

Table 3: Complaint characteristics

Complaint characteristic	Number of complaints
Business Group	
Policy Implementation and Delivery (no longer active)	2
Business Transformation and Services	1
Climate Change Mitigation and Resource Efficiency	3
Organisational Performance (no longer active)	1
Tūmatakōkiri	2
Nature of complaint	
Bullying and Harassment	5
Internal Relationship issues	2
Complaint H&S & Well-being concerns	1
Psychologically unsafe environment	1
Other characteristics	
Involved the conduct of a manager or team leader	6
The complainant exited the Ministry within 12 months of the complaint being made	6

5. Multiple Complaints & Repeat Concerns

I have not identified any recorded instances of individuals, including those in managerial or leadership roles, being the subject of more than one complaint during the requested period.

You have the right to seek an investigation and review by the Office of the Ombudsman of my decisions relating to these requests, in accordance with section 28(3) of the Act. The relevant details can be found at: www.ombudsman.parliament.nz.

Please note that due to the public interest in our work, the Ministry publishes responses to requests for official information shortly after the response has been sent on our website at: <https://environment.govt.nz/about-us/official-information-act-requests/>. If you have any queries about this, please feel free to contact our Ministerial Services team at: ministerials@mfe.govt.nz.

Nāku noa, nā



Juliet Macdonald

General Manager – People and Capability
Ministry for the Environment | Manatū Mō Te Taiao