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“James”  
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1 April 2026

Kia ora James

### Official Information Act request dated 27 February 2026

We refer to your email dated 27 February 2026 requesting information under the Official Information Act 1982 (the **Act**). Answers to your specific requests are set out below.

**Request 1:** Under the OIA please provide any internal correspondence if any, regarding possible bias with the segment on crime/gang members by Benedict Collins that aired on 1 News on the 26th of February. This should also include transcripts of any complaints about the segment TVNZ has received.

**Response 1:** In respect of your request for internal correspondence if any, regarding possible *bias* with the segment on crime/gang members, please see the document attached.

For completeness, we note that some internal correspondence exists regarding *balance*; this is not responsive to your request so has not been included with this response. Note that in any event, withholding grounds likely apply to that correspondence (sections 9(2)(a); 9(2)(g)(i) and 9(2)(i) as we have identified in previous correspondence with you about TVNZ's newsgathering information and processes).

In respect of your specific request regarding complaints:

1. **Informal complaints:** TVNZ does not have a central repository for informal complaints; locating any informal complaints or viewer feedback regarding this story would require substantial collation or research (i.e. manual searching of phone and email messages across hundreds of TVNZ accounts). This aspect of your request is therefore declined on the basis of section 18(f) of the Act.
2. **Formal complaints:** TVNZ does collate formal complaints. There were 20 formal complaints received regarding the 26 February story (including those that post-date your request). As you may be aware, the timeframe on a decision for resolution of a complaint is 20 working days. As such, we do not have information about how many of these complaints, if any, were upheld as the

timeframe for decisions has not yet passed. TVNZ does not disclose the text of complaints (or transcripts of complaints), as formal complaints often involve confidential information, Privacy Act considerations and defamation risks. The text of these complaints is therefore withheld on the following bases:

- Section 9(2)(a): to protect the privacy both of the complainant and, in this case, the journalists (including producers and editorial team) involved in the relevant story; and
- Section 9(2)(ba): to protect information (complaint information) that has (in some circumstances) been provided in confidence and where it is in the public interest that the public continue to provide feedback and make formal complaints about TVNZ's news and current affairs.

Please note that in coming to this decision we are mindful that complaints to the Broadcasting Standards Authority are publicly available; TVNZ considers that public interest in understanding complaints about particular stories is met via that public disclosure.

**Request 2:** Please provide all communications including but not limited to emails or transcripts of apologies offered to the Minister of Police regarding the segment.

**Response 2:** This request is declined on the basis of section 18(e) of the Act: no emails or transcripts of apologies to the Minister of Police exists.

You may, however, be aware that TVNZ has publicly confirmed that its Political Editor contacted Minister Mitchell's office the morning after the 1News gang numbers story to advise that victim-of-crime data should have been included. TVNZ's public statement (dated 4 March 2026 so post-dating your request) is as follows:

*TVNZ's Political Editor contacted Minister Mitchell's office the morning after the 1News gang numbers story to advise that victim-of-crime data should have been included. The story was then reviewed internally, and the editorial decision was made to run a follow up story incorporating those figures to ensure balanced coverage and to aid audience understanding around the use of differing crime statistics. The resulting piece ran last night.*

We trust the above information assists.

If you are dissatisfied with this response section 28 of the Act provides you with the right to make a complaint to the Ombudsman in order to seek an investigation and review.

Yours sincerely,  
**Official Information Requests Team**  
TVNZ