



Ref: 000341
10 April 2026

Clampett Trust

fyi-request-34131-7db5d180@requests.fyi.org.nz

Dear Donna

OFFICIAL INFORMATION REQUEST

I refer to your official information request dated 17 March 2026 for Code of Conduct Complaints.

Part of the information you have requested is enclosed.

1. Complaint Handling Policies:

Please provide copies of all policies, procedures, or guidelines governing the receipt, assessment, investigation, and resolution of Code of Conduct complaints relating to:

-staff, -senior management, -council-controlled organisation officers

Please find Code of Conduct Policy included as an attachment with this response. Please note the current policy is under review.

-governance officials.

Council's code of conduct for elected members is publicly available and can be found here:

[2022 2025 Ruapehu District Council Code of Conduct Adopted 30 November 2022.pdf](#)

[Code of Conduct for Effective Governance - Ruapehu District Council](#)

We are therefore refusing this part of your request under section 17(d) of the LGOIMA because the information is publicly available.

2. Records Relating to the Complaints Submitted

Please provide copies of any records relating to the receipt, assessment, consideration, or handling of the Code of Conduct complaints submitted on or about 20 January 2026 to 12 March 2026. This request includes (but is not limited to):

-internal memoranda, -file notes, -reports, -assessment documents, -correspondence between staff involved in handling the complaints.



Staff, senior management, council-controlled organisation officers

- Council has not received any code of conduct complaint between 20 January 2026 to 12 March 2026.

Governance Officials

- for Elected Members council has not received any code of conduct complaint between 20 January 2026 to 12 March 2026.

We are therefore refusing your request under section 17(e) of the LGOIMA: the document alleged to contain the information does not exist.

3. Internal Communications

Please provide copies of internal communications (including emails, memoranda, and correspondence) relating to the complaints and their handling.

This request includes communications between: -staff and management, -governance or corporate services staff, -legal advisers, -officers responsible for complaint handling.

On the basis that no code of conduct complaints has been received between 20 January 2026 to 12 March 2026. Council does not hold any official information relating to internal communications.

We are therefore refusing your request under section 17(e) of the LGOIMA: the document alleged to contain the information does not exist.

4. Communications Between Organisations

Please provide copies of communications between: Manawatū-Whanganui Local Authority Shared Services (MWLASS) and Ruapehu district council and/or any shareholder councils concerning the complaints and their handling.

On the basis that no code of conduct complaints has been received between 20 January 2026 to 12 March 2026. Council does not hold any official information relating to internal communications.

We are therefore refusing your request under section 17(e) of the LGOIMA: the document alleged to contain the information does not exist.

5. Governance Reporting

Please provide copies of any reports, briefings, or correspondence provided to councillors, council governance committees, or shareholder representatives regarding the complaints. (LGOIMA requests will be sent to the shareholder councils)

Council does not hold any reports, briefings, or correspondence provided to councillors, council governance committees, or shareholder representatives.

We are therefore refusing your request under section 17(e) of the LGOIMA: the document alleged to contain the information does not exist.

6. Complaint Handling Outcomes

Please provide any records identifying the outcome of the complaints, including any decisions made regarding investigation, dismissal, or further action.

On the basis there were no code of conduct complaints, Council does not hold any records identifying the outcome of the complaints, including any decisions made regarding investigation, dismissal, or further action.

We are therefore refusing your request under section 17(e) of the LGOIMA: the document alleged to contain the information does not exist.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours Sincerely



Lyn Hura
EXECUTIVE MANAGER PEOPLE, CAPABILITY AND SAFETY

lh : dt

Attachments Code of Conduct Policy – under review