

13 April 2026

**Our Ref: C66916**

By email: [fyi-request-34197-526192bb@requests.fyi.org.nz](mailto:fyi-request-34197-526192bb@requests.fyi.org.nz)

Tēnā koe, Priyanka,

**Official Information Act 1982 (OIA):**

Thank you for your request made via email dated 22 March 2026 in which you requested the following:

*I want to know if this document REA Investigations Manual v2017.pdf is the latest version.*

*If REA Investigations Manual v2017.pdf this is the latest version, is this a correct reflection of how complaints are handled currently.*

We have considered your request under the OIA.

**Information being released**

In response to your questions above the REA Investigations Manual v2017.pdf is not a copy of the latest document the REA refer to.

Due to the document not being the latest version, it is therefore not a correct reflection of how complaints are currently handled in the REA.

**Next steps**

If you wish to discuss this response with us, please contact me by email at [sue.johnston@rea.govt.nz](mailto:sue.johnston@rea.govt.nz)

You have the right to make a complaint, in respect of this response, to the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

You may make the complaint online at that web address, by email at [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz), or in writing to the following address:

The Ombudsman  
PO Box 10 152  
WELLINGTON 6143

Nāku iti noa, nā





Sue Johnston

Investigations CAC Manager