

11 Macy 2026

Our Ref: C67200

By email: fyi-request-34475-9504a092@requests.fyi.org.nz

Tēnā koe John,

Official Information Act 1982 (OIA): Request for licensee information

I refer to your request for information, dated 12 April 2026, for the following:

I note that in your previous release, "REA Investigations Manual v2017.pdf," it is stated:

"The Authority's Statement of Intent (SOI) sets out an end-to-end process time of 6 months for completion of 75% of the complaints handled by the Authority."

As at 12 April 2026, could you please provide the following information:

The total number of cases currently on hand with the REA.

Details of the oldest cases still on hand, e.g. when this oldest cases first been received and what stages it is etc.

The percentage of cases completed within the 6-month timeframe.

The number of cases that have been on hand for:

more than 9 months

more than 12 months

more than 18 months

In addition, does your case management system include defined stages? If so, could you please outline the stages used within your system?

We have considered your request under the OIA.

Information being released

As of 5 May 2026:

- The total number of complaints on hand with the REA is 397
- The oldest case on hand, was opened on 8 August 2022, and is currently with the Complaints Assessment Committee.

In the current financial year to date (from 1 July 2025 to 5 May 2026):

- REA has closed 61% of complaints within 6 months

As of 5 May 2026:

- Number of complaints on hand:

- More than 9 months: 130
- More than 12 months: 99
- More than 18 months: 48

The case management system uses defined stages:

- Open
- With Enquiries and Jurisdiction
- With Assessment, Resolution and Referral
- With Investigations
- With CAC Support
- With Legal
- Legal - Charges
- Legal - Under Appeal

Next steps

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

The Ombudsman
PO Box 10 152
WELLINGTON 6143

Nāku iti noa, nā



Andrew Tringham

Head of Regulatory Response and Legal/General Counsel