

14 May 2026

Simon Zhao  
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Our ref: OIA 131948

Tēnā koe Simon

### **Official Information Act request: Motor Vehicle Disputes Tribunal**

Thank you for your email of 17 April 2026 to the Ministry of Justice (the Ministry), requesting information under the Official Information Act 1982 (the Act) about the Motor Vehicle Disputes Tribunal (the Tribunal). You requested the following, which has been numbered for ease of reference.

1. *...a copy of all internal documents related to the development of the practice direction named "Participation at Tribunal Hearings - Recording of Hearings".*
2. *I would like to request for a copy of all records of complaints against MVDT Adjudicator Crystal Euden and MVDT Assessor Shane Haynes.*

In response to part 1 of your request, the Ministry does not hold the information requested. Information relating to the development of Tribunal practice directions is judicial information held by the Tribunal in relation to its judicial functions. This information is not subject to the Act under section 2(6)(b). I am therefore refusing this part of your request under section 18(g)(i) of the Act, as the information requested is not held by the Ministry and there are no grounds for believing it is held by another agency subject to the Act.

In response to part 2 of your request, the Ministry does not hold the information you have requested. The Ministry does not record complaints in a way that enables complaints to be identified by reference to a specific adjudicator or assessor. Determining whether any complaints relate to a particular adjudicator or assessor would require substantial manual review of individual complaint records. Therefore, I am refusing part 2 of your request under section 18(f) of the Act, as the information cannot be made available without substantial collation or research.

Please note that this response, with your personal details removed, may be published on the Ministry website at: [Official Information Act responses | New Zealand Ministry of Justice](#).

If you are not satisfied with this response, you have the right to make a complaint to the Ombudsman under section 28 of the Act. The Office of the Ombudsman may be contacted by phone on: 0800 802 602, by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz), or via the webform: [Make a complaint \(for members of the public\) | Ombudsman New Zealand](#).

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'JRS', with a horizontal line extending to the right.

Jacquelyn Shannon  
**Group Manager, Courts & Tribunals, Regional Service Delivery**