

CORPORATE OFFICE

Level 2, H Block
The Princess Margaret Hospital
Cashmere Road
CHRISTCHURCH

Telephone: 0064 3 364 4160
Fax: 0064 3 364 4101
carolyn.gullery@cdhb.health.nz

26 February 2016

Mr R J Poultney

Email: fyi-request-3600-0a9bef73@requests.fyi.org.nz

Dear Mr R J Poultney

Official Information Act request CDHB 9310

We refer to your email dated 4 February 2016 under section 12 of the Official Information Act requesting information relating to:

- **Any/and all documentation related to complaints received by the CDHB Referral Centre, within the 2014/2015 financial year, and from the start of the 2015 financial year.**
- **Clarified on 4 February as all CDHB Referral Centres.**
- **I am not requesting any names to be mentioned, just the complaints i.e. patient/staff names, or any identifiable patient or staff content can be removed.**
- **I would also like to know what changes have happened in response to these complaints, if any changes at all.**

The Canterbury DHB receives between 500 and 700 complaints annually.

These range from minor matters; e.g. complaints about food to serious allegations. In addition the Canterbury DHB receives complaints made to external agencies including HDC (Health and Disability Commissioner) and the Privacy Commissioner. These complaints contain personal health information which is not easily de-identified.

We are therefore declining your request under section 18(f) of the Official Information Act 1982 i.e. *that the information requested cannot be made available without substantial collation or research.*

You are entitled to complain to an Ombudsman and to seek an investigation and review of this refusal under section 28(3) of the Official Information Act.

Yours sincerely



Ian Boanas
for Carolyn Gullery
**General Manager,
Planning, Funding & Decision Support**