

18 October 2017

Official Information Request No. 8140002002
(Please quote this in any correspondence)

Mahvash Ali
By email – mahvash.ali@fairfaxmedia.co.nz

Dear Mahvash

Local Government Official Information and Meetings Act 1987

Re: Managed customers

I am writing in response to your request on 21 September regarding information on people whose communication with Auckland Council is restricted.

Please note that no customers are “forbidden” or “banned” from contacting the Auckland Council call centre as all customers need to be able to contact us to make urgent requests for service, such as reporting a missed rubbish collection.

A small number of customers, however, are restricted to a single point of contact for other interactions with council, such as complaints.

In 2013 Auckland Council adopted the Unreasonable Complainant Conduct Policy¹ to manage customer conduct that negatively and unreasonably impacts on the organisation and staff. The reasons for channelling customer interactions to a single point of contact are:

- unreasonable persistence
- unreasonable demands
- unreasonable lack of cooperation
- unreasonable arguments
- unreasonable behaviours.

There are generally a number of factors that contribute to the restriction in access, and the behaviour has been observed over a period of time, and continues after the customer has been asked to modify their behaviour.

There are currently 20 customers managed under this policy, three of whom were added after 31 January 2017. The names of these people, and the reasons that their access has been restricted, is withheld in order to protect the privacy of natural persons, under section 7(2)(a) of the Act.

¹ Available online at <https://www.aucklandcouncil.govt.nz/plans-projects-policies-reports-bylaws/our-policies/Documents/unreasonable-complaint-conduct-policy.pdf>

Since 31 January 2017, one customer has had their access arrangements reviewed as provided for under the policy, and the restrictions were maintained. No others have been eligible for review. Their access arrangements will be reviewed no later than 12 months after the date that they were imposed, in accordance with section 7.5 of the policy.

Should you believe Auckland Council has not responded appropriately to your request, you have the right by way of complaint, under section 27(3) of the LGOIMA, to apply to the Ombudsman to seek an investigation and review of the decision.

If you have any further queries please contact me on 09 301 0101 quoting Official Information Request No. 8140002002.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'SPC', is positioned above the typed name.

Sarah Parry-Crooke
Privacy & LGOIMA Business Partner
Democracy Services