



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

20 May 2019

Karl Bloxham  
Via FYI Website

Dear Mr Bloxham

**Re: Information Request**

Thank you for your email of 22 April 2019 requesting “a full copy of HDC’s Standard Operating Procedure (complaints).”

HDC has decided to publish our Standard Operating Procedure (SOP) on our website. Once published, the SOP will be accessible through HDC’s Resources/Publications page (<https://www.hdc.org.nz/resources-publications/search-resources/>).

Therefore, your request is refused pursuant to section 18(d) of the Official Information Act as the information will soon be made publicly available. You may seek a review of this decision from the Office of the Ombudsman.

Yours sincerely

A handwritten signature in blue ink that reads 'Niki Wright'.

Niki Wright  
**Senior Official Information Act Advisor**