



24/05/2019

Ref: DOIA 1819-1628

Charlotte
fyi-request-10295-52c6b4f3@requests.fyi.org.nz

Dear Charlotte

Thank you for your email of 12 May 2019 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following information:

How many complaints have MBIE received about Master Painters NZ each year for the past two years? Please summarise the types of complaints?
What reporting is master painters required to supply MBIE about the performance of their organisation?
What role does MBIE have in the regulation of master painters?
How many complaints have master painters received and processed each year over the past two years?
How many complaints were upheld by master painters over the past two years?
How many complaints were thrown out by master painters over the past two years?
How many complaints has MBIE received about Painters poor workmanship in the last two years?
How many complaints has MBIE received about the master painters warranty over the past two years?
What regulatory role does master painters have in NZ?
Are there plans to regulate painters in NZ?

MBIE does not have responsibility or oversight of Master Painters. Accordingly, your request is refused under section 18(g) of the Act, as the information requested is not held by MBIE and we do not believe the information is held by, or connected more closely with the functions of, another agency.

You may wish to contact Master Painters directly via their website:
www.masterpainters.co.nz/page/Contact/

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

Karen Walfisch
Manager
Ministerial Services