

30 January 2020



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

Gloria Ashton

By email: fyi-request-11878-347b6c99@requests.fyi.org.nz

Dear Miss Ashton

Re: Information Request
Our ref: E19HDC02873

Thank you for your email of 12 December 2019 requesting “the reported statistic of ‘65% of respondents agreed or strongly agree’ from the 2015 Annual Report broken down into consumers and providers AND any data from the 2015 satisfaction survey AND any breakdown or analysis of the 2015 satisfaction survey data held by the HDC AND (if available) a copy of the survey questionnaire that was sent out. In addition I would like a copy of any available documentation of the decision to stop undertaking satisfaction surveys.”

We are currently considering your request under the Official Information Act 1982. We require an extension to respond to your request as the consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit. We anticipate that your request will be processed by 14 February 2020.

For the avoidance of doubt, this extension is made pursuant to section 15A of the Official Information Act and section 41 of the Privacy Act, and extends the time limits specified in sections 14 and 15 of the Official Information Act and sections 39 and 40 of the Privacy Act.

You may seek a review of this decision from the Office of the Ombudsman.

We apologise for any inconvenience, and thank you for your patience.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'K Hayman', is written over the 'Yours sincerely' text.

Kathryn Hayman
Senior Legal Advisor