

19 June 2020

Nic Lane

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Kia ora ano, Nic

### Official information request for complaints submitted over the last three years

I refer to your official information request dated 15 May 2020 for:

all complaints submitted to Creative New Zealand (officially and via employee channels), please include any complaints (over the last three years) regarding on-going funded organizations. Within the log please supply any comments and include subsequent action taken to remediate issues identified and timelines involved.

We've considered your request under the provisions of the Official Information Act 1982 ('the Act'), which is based on the principle that information held by government agencies should be made available on request unless there is good reason for withholding it.

Creative New Zealand's complaints log for the past three-year period is enclosed as **Appendix 1**. We have redacted the names of complainants under section 9(2)(a) of the Act, to protect the privacy of natural persons.

Your request also includes 'any comments'. I believe this references the statement on our website that 'to improve what we do, we record all complaints and comments received about our services and procedures and the subsequent action taken'. We do save all correspondence (comments) related to complaints, however we decline to release these under the following sections of the Act:

- **section 9(2)(a)**: to protect the privacy of natural persons
- **section 9(2)(ba)**: which relates to information that is subject to an obligation of confidence.

For your information, the formal Creative New Zealand complaints handling process is [available on our website](#). While staff will, of course, receive complaints from time-to-time, only formal complaints received through this process are logged.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this information request, please feel free to contact Pip O'Flaherty on 04 498 0737 or via email to: [pip.oflaherty@creativenz.govt.nz](mailto:pip.oflaherty@creativenz.govt.nz)

Ngā mihi nui, nā



David Pannett  
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