

14 January 2022

Tony Randle  
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Kia ora Tony

### **Outcome of Ombudsman Investigation Ref 543075**

The Chief Ombudsman has made a final opinion regarding your complaint into the Council's delay in releasing information related to the proposed Spatial Plan.

The Council has accepted that there was a delay in providing you with a clear decision on your request and that there was a delay in providing you the information requested which impacted your ability to participate in the consultation hearings. Since then, the Council has made some changes to their process to improve our communication with customers when requesting official information. We have also recently implemented an operating model which makes our sign out process clear and more robust.

The Council apologise for the delay in providing you with a clear and timely decision and release of information in relation to your request regarding the proposed Spatial Plan.

Kind regards

Asha Harry  
**Official Information Team**