



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

7 July 2014

David Nicholas
www.requests.fyi.org.nz

Dear Mr Nicholas

Enquiry: Information on number of complaints received by HDC
Our ref: E14HDC01436

Thank you for your email of 16 June 2014 requesting information on complaints received by HDC.

I have considered your request under the Privacy Act 1993 and the Official Information Act 1982 and I give my response below.

My response

1. *How many complaints in total have been received about health practitioners or organisations?*

The number of complaints received by HDC each year is included within our annual reports which are available on our website at www.hdc.org.nz.

2. *How many of these were provided to you via your website?*

Our database does not allow us to search specifically for whether or not a complaint was provided to us via our website. Collating this data would require HDC staff to manually go through each complaint and categorise each one as to whether or not it was provided to us via our website. Therefore, I refuse your request pursuant to section 18(f) of the OIA, as the information requested cannot be made available without substantial collation or research. I do not consider that fixing a charge or extending the time limit under sections 15 and 15A of the OIA would enable the request to be granted.

3. *How many complaints about ACC have you received?*

Please note that HDC's current database only contains information on complaints received since 1 January 2004 and so I have answered your question on that basis.

Between 1 January 2004 and 16 June 2014 HDC has received 177 complaints against ACC itself.

4. *How many complaints about ACC have been upheld or partially upheld?*

ACC is not classified as a health care provider under the Code. Therefore, any complaints received about ACC itself are outside the jurisdiction of HDC. These complaints are often referred back to ACC for consideration by their own Office of Complaints.

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

Yours sincerely



Dr Katie Elkin
Associate Commissioner
Legal and Strategic Relations