

Our ref 567947
Contact Julie Smith
16 December 2021



T Barnett
By email: fyi-request-17553-3366650c@requests.fyi.org.nz

Dear T Barnett

Expected and average wait times for a complaint to be resolved

Thank you for your email dated 13 November 2021. Your questions and the answers to those questions are set out below.

1. What is the expected wait time for a complaint to be resolved?

The Chief Ombudsman is committed to dealing with complaints as swiftly as is reasonably practicable. Some complex cases may take more time, but the targets for the year ending June 2021 were to complete 70% of complaints within three months, 80% within six months and 95% within one year. These targets, set out in the [Strategic Intentions](#) 2021-2026, were based on expected intake levels of around 3,700 new complaints.

2. What is the average wait time (this year) for a complaint to be resolved?

For the year ending June 2021, there were 5,580 new complaints, the increase largely due to COVID-19 specific issues. 72% were resolved within three months of receipt, 82% were resolved within six months and 93% were resolved within one year. More performance-related information can be found in the Ombudsman's [2020/21 annual report](#).

3. What systems/process do you use to prioritise complaints?

When a complaint is first received there are initial assessments for urgency, risk and priority and updated assessments may occur as appropriate. You can find out more about the investigative process in [An Ombudsman's investigation and review under the OIA or LGOIMA](#) and [FAQ's about official information requests during COVID-19](#).

We hope this is helpful but let us know if you require any further information.

Yours sincerely

A handwritten signature in black ink that reads "Alex Schröder".

Alex Schröder
Manager Strategic Advice