



National Headquarters

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27 June 2022

Mark MacDonald

By email: fyi-request-18974-b0e8c4dc@requests.fyi.org.nz

Tēnā koe Mark

Information Request – Additional Complaints Questions

I refer to your official information request dated 28 May 2022 asking additional questions about our complaints and related processes.

The Official Information Act 1982 (**OIA**) requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and we are therefore writing to notify you of an extension of the time to make our decision, to 19 July 2022.

We will respond to you sooner if we are able to. The reason for the extension is that the impact of COVID-19 has meant that the consultations necessary to make a decision on your request cannot reasonably be made within the original time limit.

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 or freephone 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'Julia McCook-Weir'.

Julia McCook-Weir
Manager, Information Requests

