

16 November 2022

Dr A S Van Wey

By email only to: fyi-request-20878-0e695b71@requests.fyi.org.nz

Tēnā koe

Official Information Act Request (Our Ref: OIA/0225)

We refer to your Official Information Act request of 17 October 2022:

Official Information request - Manuals and policies for investigating complaints

I would like to request a list of the Manuals and or Guidelines currently in use by the Office of the Privacy Commission.

In the case that the listed manual or guideline is not currently publicly available, then I request those documents to be attached to your reply.

Your request for the guidelines currently in use for investigating complaints is granted.

The guidelines are in the form of the Office's draft Decision Guide: Investigations and Dispute Resolution.

This replaces an earlier 2018 version – the Decision Guide is currently in draft form, subject to review and quality and assurance processes. We will send the draft version of this guide to your email address held on file.

You have the right to ask the Ombudsman to investigate and review my response to your request.

Nāku iti noa, nā

J. M. Hayward.

Joanna Hayward
General Counsel

Encl. Decision Guide: Dispute Resolution and Investigations under the Privacy Act 2020
(DRAFT)