



10 August 2023

Hendrick

By email: fyi-request-21127-37c1c957@requests.fyi.org.nz

Dear Hendrick

Official Information Act 1982 (OIA) investigation Ministry of Business, Innovation and Employment (the Ministry) - Ombudsman ref: 601075

I am writing in response to your complaint made to the Office of the Ombudsman (OOTO) about the decision Immigration New Zealand made on your request for information relating to the ADEPT system.

In consultation with the OOTO, the Ministry has taken the opportunity to review the processing of your information request and acknowledges that Immigration New Zealand's communications to you lacked clarity on what was to be released and when.

I would like to take the opportunity to apologise to you on behalf of Immigration New Zealand, for the delays you experienced in receiving the information you requested and for communicating a decision when the work in order to make a full and formed decision, had not been completed.

I would like to assure you that feedback has been provided to the relevant teams. In addition, I have met with the managers of the team responsible for Official Information Act requests in INZ and made recommendations on how they can address requests, like yours, to ensure better management in the future.

Yours sincerely

Katy Goodwin
Manager, Complaints
Assurance
Immigration New Zealand
Ministry of Business, Innovation & Employment