

26 July 2023

Brooklyn Resident  
fyi-request-23409-e5775dfc@requests.fyi.org.nz

Kia ora

## Complaints

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 6 July 2023. You requested the following information:

- We would like to receive a list of the number of complaints and accusatory correspondence made by Naomi Steenkamp (260 Southernthread Road) and Pam Olver (320 Hawkins Hill Road) per quarter over the past 5 years to better understand the ongoing amount of time and expense that has had to be spent by Council processing and/or following up vindictive, frivolous and vexatious complaints about any of their victimized neighbours in the Long Gully/Southernthread Road/Hawkins Hill Road Brooklyn community.

Wellington City Council has **refused** your request for information.

Requests for information are considered on an individual basis. The Office of the Privacy Commissioner and Ombudsman have guidance that sets a very high threshold that must be met to decline a request that is considered vexatious, frivolous, or trivial.

A list of the number of complaints and/or frequency of engagement between individual members of the public and WCC is considered personal information. Pursuant to section 7(2)(a) of the Act, your request is declined as the withholding of that information is necessary to protect the privacy of natural persons.

## Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Amber Smith  
**Senior Advisor Official Information**