



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

1 September 2023

Gloria Ashton

By email: fyi-request-23633-f22b9fce@requests.fyi.org.nz

Tēnā koe Dr Ashton

Re: Information request
Our ref: C18HDC02176

Thank you for your email of 31 July 2023 requesting:

- What has been done in regards to the Select Committee's encouragement to improve accessibility to closed file reviews?
- When will the HDC's review of the Act and Code be taking place?
- What changes the HDC has made to its guidelines and SOP, and I would like a copy of these.

We have considered your request under the Official Information Act 1982.

Accessibility to closed file reviews

HDC's standard operating procedures (SOP) are currently under review. As part of this review HDC is considering its closed file review process, including the accessibility of closed file reviews. Any changes to the closed file review process will be included in the revised SOP and consideration will be given to how to make this information publicly available.

HDC review of the Act and Code

HDC's review of the Act and Code is currently underway. Following an initial scoping phase, we are currently developing proposals for change which we will be consulting on publicly from March – July 2024 before making recommendations to the Minister of Health in December 2024.

Changes to guidelines and SOP

We have published a guide to the factors we take into consideration when deciding to take no further action on a complaint and when deciding whether or not to investigate a complaint. These decision-making factors are available on our website which you can find by clicking on the following links:

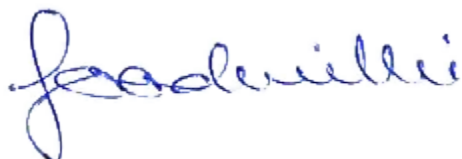
<https://www.hdc.org.nz/making-a-complaint/complaint-process/factors-relevant-to-taking-no-action-on-a-complaint/>

<https://www.hdc.org.nz/making-a-complaint/complaint-process/factors-that-may-warrant-an-investigation/>

With respect to the SOP, as stated above, they are currently under review. However, we are happy to provide you with a copy of our current draft.

You may seek a review of this decision from the Office of the Ombudsman.

Nāku iti noa, nā



Dr Craig Goodwillie
Senior OIA Advisor

Enc SOP (2022, under review)_working