



Health and Disability Commissioner  
Te Toihau Hauora, Hauātanga

6 October 2023

T Smith

By email: [fyi-request-24002-94589efc@requests.fyi.org.nz](mailto:fyi-request-24002-94589efc@requests.fyi.org.nz)

Tēnā koe T Smith

**Re: Information request**  
**Our ref: E23HDC01620**

Thank you for your emails of 27 and 29 September 2023 requesting:

“The second part of my request [regarding the validity of C23HDC02007], relates to a complaint on behalf of a lived experience network (not an individual)” and noting:

I was the individual that submitted the complaint, and am happy for the responses (and the email address that I submitted from) to be published here. It is my information to be shared?”

And:

“My request was asking for "documents/policies/education resources that are used internally when the HDC decides to take "no action on a complaint"  
Does HDC have no documents that relate to internal staff training to determine to take no action on a complaint?  
Does the HDC have no internal policies that guide Complaints Administrators/Complaints Assessor when determining to take no action on a complaint ?”

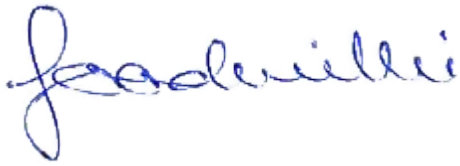
We have considered your requests under the Official Information Act 1982.

In relation to your first request about the information withheld, we are of the view that the reasons outlined above are not outweighed by other considerations that render it desirable, in the public interest, to make this information available. As set out in our previous letter, FYI website is a public website, therefore we are not able to release information regarding a complaint to the website, as it would amount to HDC publishing private information. If you wish to seek personal information, we suggest you request that information using your personal email address. We are therefore withholding this information pursuant to section 9(2)(a) the Official Information Act.

In relation to your second request, we have provided the information requested, but you may wish to examine this information in the context of our Standard Operation Procedure document, a copy of which is **attached**. For your information a copy of our Triage and Closure form is also **attached**.

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

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'Goodwillie', written in a cursive style.

**Dr Craig Goodwillie**  
**Senior OIA Advisor**

Enc CAT Triage and Closure Form\_2020-14-02  
SOP (2022, under review)