



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

26 October 2023

T Smith

By email: fyi-request-24271-0d341fb1@requests.fyi.org.nz

Tēnā koe T Smith

Re: Information request

Our ref: E23HDC01624

Thank you for your email of 29 September 2023 requesting: “1. a copy of the written process for a closed file review [and] 2 - how long the previous 10 closed file reviews took.”

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

When we receive concerns about decisions made about complaints, HDC reassesses the complaint. A determination is then made as to whether more information might be needed or whether the new information raises concerns about the decision reached. HDC also reconsiders the decision to see whether it was appropriately made. We call this process a “closed file review” (CFR). Please see CFR memo **attached**.

The data below provides the duration of the last ten closed file reviews as of 10 October 2023:

Number	1	2	3	4	5	6	7	8	9	10
Days	70	134	22	33	199	59	115	122	133	8

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 CFR Memo