

18 June 2024

C182227

Caleb

[fyi-request-26890-620e2f97@requests.fyi.org.nz](mailto:fyi-request-26890-620e2f97@requests.fyi.org.nz)

Tēnā koe Caleb

Thank you for your Official Information Act 1982 (OIA) request of 20 May 2024 to the Department of Corrections – Ara Poutama Aotearoa, requesting the following information:

*I am writing to request information related to the new prisoner self-service kiosk complaints system implemented by the Department of Corrections. Specifically, I would like details on the following:*

***Number of Requests Received:***

*Please provide the total number of requests received through the self-service kiosk system since its launch.*

*Break down the requests by site (prison location) and month.*

***Escalated Complaints:***

*How many of these requests escalated into formal PC.01 complaints?*

*Provide a breakdown of escalated complaints by site and month.*

***Allegations Against Staff:***

*How many allegations have been made against staff members specifically lodged to the kiosk system (IR.07)?*

*Again, please provide a breakdown by site and month.*

Corrections needs to extend the timeframe of our response to your request by 20 working days, pursuant to section 15A(1)(b) of the OIA, as consultations necessary to make a decision on the request are such that a proper response to the request cannot reasonably be made within the original time limit. Therefore, you can expect to receive a response to your request by 17 July 2024. If you no longer require this information, please let us know as soon as possible.

I hope this information is helpful. Please be advised that should you have any concerns regarding this response you have the right to ask the Ombudsman to investigate our decision to extend the timeframe. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi



Nic Barkley  
Manager Ministerial Services  
People and Capability