



Health and Disability Commissioner
Te Toihau Hauora, Hauātaunga

10 February 2025

John Smith

By email: fyi-request-29619-87929a48@requests.fyi.org.nz

Tēnā koe Mr Smith

Re: Information request
Our ref: E24HDC01681

Thank you for your email of 19 December 2024 requesting:

- “(i) For years 2016 -2024 how many (formal and verbal) personal grievances have been laid at the office of the Health and Disability Commissioner. Please provide the numbers per year.
- (ii) How many of these grievances were from the Auckland and Wellington offices.
- (iii) How many of these grievances are for workplace bullying. Please provide the numbers per year.
- (iv) How many of these grievances were settled and the amount paid out for each grievance.
- (v) For years 2016 -2024 please provide the legal fees paid to legal professionals outside the office for issues relating to employment relations and personal grievances.
- (vi) For years 2016 -2024 please provide the staff turnover rates for the complaint assessment team and for the investigation team.”

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

Please find the responses to the information requested below.

For years 2016 -2024 how many (formal and verbal) personal grievances have been laid at the office of the Health and Disability Commissioner. Please provide the numbers per year. How many of these grievances were from the Auckland and Wellington offices.

Calendar year	Auckland	Wellington	Total
2024		1	1
2023	1		1
2020	1		1
2019		2	2
2016	1		1
Grand Total	3	3	6

How many of these grievances are for workplace bullying. Please provide the numbers per year.

The personal grievances received involved a range of issues. Due to this we are not able to collate this information, and we refuse this aspect of your request pursuant to s 18 (e) of the Official information Act 1982.

How many of these grievances were settled and the amount paid out for each grievance.

Calendar year of settlement	Settlement amount (\$)
2024	16,000
2023	7,555
2020	8,442
2019	4,064
2019	59,206
2016	30,510

For the years 2016 – 2024 please provide the legal fees paid to legal professionals outside the office for issues relating to employment relations and personal grievances

Please note that HDC does not keep separate records of the legal fees paid externally related specifically to personal grievances. The totals below are the total paid for advice related to HR issues, this includes a range of employment matters such as advice around restructuring, policies, and other employment issues.

Calendar year	Legal fees (\$)
2024	33,986
2023	1,719
2022	1,786
2020	5,016

2019	17,716
2018	5,320
2017	2,443
2016	17,761

For the years 2016 – 2024 please provide the staff turnover rates for the complaint assessment team and for the investigation team

Calendar Year	CAT	Investigation
2024	18%	20%
2023	10%	40%
2022	36%	13%
2021	40%	26%
2020	14%	10%
2019	38%	10%
2018	25%	26%
2017	43%	38%
2016	26%	23%

HDC is a small organisation, so a small absolute increase or decrease in the number of staff leaving HDC can greatly affect our turnover rate. Our staff turnover rate reflects the labour market current at the time, HDC's funding levels, the demographics and career stage of our employees, and other pressures. Complaints resolution by its nature can be challenging, involving sensitive subject matter and highly distressed people. This can have an impact on staff turnover. HDC actively works to support its staff to deal with these challenges, including provision of an Employee Assistance Programme, and professional supervision.

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

Nāku iti noa, nā

Alice Coventry
Acting Associate Commissioner Legal