

Canterbury
District Health Board
Te Poari Hauora o Waitaha

Planning and Funding
P O Box 1600,
CHRISTCHURCH

Telephone: 0064 3 364 4130

Fax: 0064 3 364 4165

Wayne.turp@cdhb.health.nz

5 February 2016

Mr R J Poultney

Email: fyi-request-3600-0a9bef73@requests.fyi.org.nz

Dear Mr R J Poultney

Official Information Act request CDHB 9310

We are in receipt of your email dated 4 February 2016 under section 12 of the Official Information Act requesting information relating to:

- **Any/and all documentation related to complaints received by the CDHB Referral Centre, within the 2014/2015 financial year, and from the start of the 2015 financial year.**
- **Clarified on 4 February as all CDHB Referral Centres.**
- **I am not requesting any names to be mentioned, just the complaints i.e. patient/staff names, or any identifiable patient or staff content can be removed.**
- **I would also like to know what changes have happened in response to these complaints, if any changes at all.**

As required under the Official Information Act 1982, the Canterbury District Health Board will respond to your request within 20 working days. Taking Waitangi Day into account you should therefore receive a response on or before 4 March 2016.

If a large amount of information has been requested or if the Canterbury District Health Board needs to consult in order to make a decision, we may need to extend this date (this is provided for in section 15A of the Act). We will advise you if such an extension is necessary.

Yours sincerely



Wayne Turp
Project Specialist