



29 September 2016

Nigel Jones

[fyi-request-4531-](#)

9bb4cf99@requests.fyi.org.nz

Dear Mr Jones

Thank you for your Official Information Act request regarding a complaint you made under the Public Records Act 2005 (PRA) in December 2014.

You have requested:

1. Any internal tracking numbers for the 2014 complaint that may have been assigned and shared with Auckland Transport;
2. The current status of your complaint given that the last communication was dated 29 October 2015;
3. Records and details of all internal communication within Archives New Zealand regarding this complaint, details on how it was tracked internally, and documents held regarding it;
4. Communications (or attempted communications) between yourself and Archives New Zealand regarding this issue;
5. Records and details of all communications with outside agencies such as Auckland Transport and Auckland Council Archives regarding your complaint;
6. Policy documents or manuals pertaining to the process of handling Public Records Act complaints and breach concerns, both those that were effective at the time of your complaint, and those in effect up to and including the present day.

A review of the relevant documents has been completed. The information being released to you is listed in Appendix A. You have requested that your personal contact details are withheld under s 9(2)(a) of the Official Information Act; we have accepted this request.

The file reference for your complaint is 2014/5905. This reference is used internally within Archives New Zealand only and is specific to the enterprise content management system currently in place. A reference used by Auckland Transport in relation to your complaint is CAS-419803-B8C5M6.

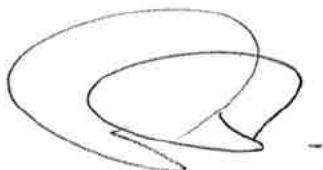
You have asked for copies of policy manuals/documents pertaining to the handling of complaints of possible breaches of the Public Records Act. There was no formally approved manual at the time of your request. Included within the documents provided are two development drafts of procedures that have been worked on. While these have not yet been finalised, your complaint has been processed in line with the processes they set out.

I have recently sent a letter to Stephen Town, Chief Executive of Auckland Council, requesting further information about recordkeeping practices within the Council. A copy of this letter is included in the documents released to you.

Archives New Zealand has a responsibility to determine whether a breach of the PRA has taken place. Please accept my apology for the length of time it has taken to fully respond to your complaint. You will be kept up-to-date with further developments in relation to the complaint.

You have the right, by way of complaint to the Ombudsman under s 28(3) of the Official Information Act, to seek an investigation and review of my response to your request. The contact address is: Office of the Ombudsman, PO Box 10152, Wellington.

Yours sincerely

A handwritten signature in black ink, consisting of several overlapping loops and a trailing line, positioned to the left of the typed name.

Marilyn Little
Chief Archivist

Appendix A: Documents released

This table identifies reasons for withholding information. Emails have been filed in the Archives New Zealand's document management system as email trails. To simplify the release of information, duplicate emails have been excised where appropriate. Image attachments to emails are organisational logos used in email signatures that have not converted to PDF.

#	Name of document	Document date	Release or withhold
1.	E-mail: Public Records Act 2005 Breach Concern. Nigel Jones to Recordkeeping Advice	04/12/2014	R
2.	E-mail: Acknowledgement of Public Records Act 2005 Breach Concern. Polly Martin to Nigel Jones	09/12/2014	S 9(2)(a)
3.	E-mail: Assigning Public Records Act 2005 Breach Concern. Polly Martin to Kylie Welch	09/12/2014	R
4.	Letter: Notification of Complaint. Kylie Welch to Auckland Transport Authority (draft)	19/12/2014	R
5.	Nigel Jones - Auckland Transport/The Auckland Transport Agency Investigation Notes	11/12/2014	R
6.	E-mail: Auckland Transport. Kylie Welch to Nigel Jones	22/12/2014	S 9(2)(a)
7.	Compliance Action Process – Triage (draft)	16/01/2015	R
8.	Compliance Action Process and Resources	16/01/2015	R
9.	Initial assessment of compliance action and recommendation to Chief Archivist	21/04/2015	R
10.	Chief Archivist Coversheet (unsigned) - Direction to report regarding loss/disposal of Auckland Transport records regarding 2009 North-West bus route consultations	21/04/2015	R
11.	Letter: Chief Archivist to Auckland Transport – 22 April 2015	22/04/2015	R
12.	Email: Archives New Zealand - complaint under the PRA. Jonathan Newport to Nigel Jones	29/04/2015	S 9(2)(a)
13.	E-mail: Auckland Transport / Nigel Jones issue. Antony Moss to Polly Martin, Jonathan Newport and Raewyn Vogel	13/05/2015	R

#	Name of document	Document date	Release or withhold
14.	Processes for managing recordkeeping complaints about public offices (draft)	01/09/2015	R
15.	E-mail: Archives New Zealand - complaint under the PRA. Nigel Jones to Jonathan Newport	29/10/2015	S 9(2)(a)
16.	E-mail: Regarding a PRA complaint from Nigel Jones. Jonathan Newport to Antony Moss	30/10/2015	R
17.	E-mail: Re: Archives New Zealand – complaint under the PRA. Jonathan Newport to Nigel Jones	30/10/2015	R
18.	E-mail: Archives New Zealand – enquiry about status of response. Jonathan Newport to Gerard Rooijakkers	30/10/2015	R
19.	E-mail: Interim information regarding Archives New Zealand’s enquiry. Gerard Rooijakkers to Jonathan Newport	3/11/2015	R
20.	Managing complaints alleging breaches of the Public Records Act v2 (draft)	03/11/2015	R
21.	E-mail: FW: Interim information regarding Archives New Zealand’s enquiry. Gerard Rooijakkers to Polly Martin	10/11/2015	R
22.	E-mail: RE: Interim information regarding Archives New Zealand’s enquiry. Polly Martin to Gerard Rooijakkers	27/11/2015	R
23.	E-mail: RE: Interim information regarding Archives New Zealand’s enquiry. Gerard Rooijakkers to Polly Martin	30/11/2015	R
24.	Letter: Roger Jones Auckland Transport to Chief Archivist – 15 December 2015 (received 21 December 2016) including attached document: Bus service changes for north west Waitakere and western Rodney	21/12/2015	R
25.	Compliance Assessment Report to Chief Archivist (unsigned draft)	01/2016	R

#	Name of document	Document date	Release or withhold
26.	Chief Archivist Coversheet – Response to Auckland Transport re: Direction to report regarding lows/disposal of Auckland Regional Transport Authority records regarding 2009 North-West bus route consultation	23/02/2016	R
27.	Letter: Chief Archivist to Auckland Council 29 February 2016 (unsigned draft)	29/02/2016	R
28.	Letter: Chief Archivist to Roger Jones at Auckland Transport 29 February 2016 (unsigned draft)	29/02/2016	R
29.	Chief Archivist Coversheet – Action subsequent to complaint about Auckland Transport recordkeeping	08/09/2016	R
30.	Compliance Assessment report to Chief Archivist – updated August 2016	08/09/2016	R
31.	Letter: Chief Archivist to Auckland Council 9 September 2016	09/09/2016	R