

25 November 2016

Mr David Lawson  
*Sent by Email Only: Fyi.org.nz*

Dear Mr Lawson

**Request for Information - Benchbook**

We write further to your request for information made on 13 November 2016, seeking information regarding the production of Benchbook and the Reviewers Training Manual.

Benchbook was always produced as an internal company resource. Over the life of this resource, different individual reviewer staff have been responsible for producing and maintaining Benchbook. We are no longer maintaining Benchbook and have now sought an external resource to provide us with reference material. Ms Clark has not been involved in producing or maintaining/updating Benchbook.

Different staff were involved in the production of the Reviewer Training Manual, which is a longstanding document produced well before the Benchbook. Again, Ms Clark has not been involved in producing or maintaining/updating that document.

You may contact the Office of the Ombudsman in relation to this response.

Yours sincerely



**Rhys West**  
Acting Chief Executive