

16 November 2016

Mr David Lawson

Via the Fyi.org website only

Dear Mr Lawson

Request for information – Reviewer training manual

I write further to your request for information made 13 November 2016 (3:39pm).

I confirm receipt of the request, seeking a response to seven separate questions relating to the reviewer training manual and the Office of the Ombudsman's opinion. I note requests 1-4 are made under section 23 of the Act.

FairWay will respond to you under the Official Information Act where applicable as soon as possible. If we are not in a position to respond within 20 working days, I will inform you.

Yours sincerely



Rebecca Lee

Complaints Investigation and Privacy Officer