



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

10 JUL 2013

Bowen State Building, Bowen Street, Wellington 6011, PO Box 1556, Wellington 6140 • Telephone: 0-4-916 3300 • Facsimile: 0-4-918 0099

Ms Mary Hart
fyi-request-909-244b295a@requests.fyi.org.nz

Dear Ms Hart

Thank you for your email of 2 June 2013 requesting, under the Official Information Act 1982, the following information:

- *the number of complaints made to Child, Youth and Family complaints for the last year, broken into monthly figures.*
- *the number of complaints made to Child, Youth and Family complaints and forwarded to NGOs for the last year, broken into monthly figures.*
- *the number of complaints fully upheld for the last year, broken into monthly figures.*
- *the number of complaints partially upheld for the last year, broken into monthly figures.*
- *the number of complaints not upheld at all in the last year, broken into monthly figures.*
- *what results you have for complaints forwarded to NGOs (and which NGO) for the last year, broken into monthly figures.*

This letter is to advise you that the Ministry will provide a response but needs to extend the time available to answer your request. The Ministry's response will be with you no later than 26 July 2013. I will respond to you sooner if I am able to.

The reason for the extension is that the Ministry needs further time to consult with other parties on the release of the information you have requested. These other parties may be affected by the release of the information and I need to provide them with an opportunity to identify any prejudice that might arise from its release before I make a final decision.

You have the right to seek an investigation and review of our decision to extend the time by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely

John Wilson
General Manager Ministerial and Executive Services

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