



27 MAY 2021

Tēnā koe

On 29 April 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Data on the number of complaints and or requests for review received by complaint type, year, month, region, ethnicity (NZ European, Maori, Asian, Pacifica, Other), gender, age, partnership status for the last 3 years.*
- *A copy of the review and complaints policies, processes, working documentation or guidelines.*

On 24 May 2021, the Ministry emailed you asking if you would like to refine your request as to provide the data in a useful manner this would require hundreds of tables. Later that day, you responded advising you would like your request in full and in one table only.

Please see enclosed two Excel spreadsheets, to answer question one of your request:

- **Appendix A** – The number of complaints received nationwide by the Ministry, broken down by type of complaint, the month logged, and the year received, for the period between June 2017 to April 2021.
- **Appendix B** - The number of reviews of decision broken down by region, review type, year, months, ethnicity and gender for the period between June 2017 to April 2021.

In the spirit of being helpful, the Ministry has provided the total per region in a second table within **Appendix B**.

In regard to the complaint and Review of Decision processes this information can be found online on the Ministry's website at the following links:

- Complaints about an income support or pension decision:
www.msd.govt.nz/about-msd-and-our-work/contact-us/complaints/review-of-decision.html.
- Making a complaint: www.workandincome.govt.nz/about-work-and-income/complaints/index.html.
- Review of a Decision: www.workandincome.govt.nz/about-work-and-income/complaints/review-of-decisions.html.

- Your rights and responsibilities: www.workandincome.govt.nz/on-a-benefit/your-rights-and-responsibilities/index.html.

As this information is publicly available question two of your request is refused under section 18(d) of the Act.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Diane Anderson

Manager

Complaints Management Insights and Improve