



8 March 2022

Tēnā koe

On 24 November 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

1. *Full disclosure on how to make a complaint about how a representative of the msd/winz worker treated me in a derogatory manner. Eg. Hypothetically, an msd worker yelled at me.*
2. *Full disclosure if Msd is allowed to amend/summarize/or redact parts, of the client's complaint. If there is no information supporting this then please do not leave the question unanswered. I'd appreciate you establish that complaints are not allowed to be summarized, amended, or redacted.*
3. *Full disclosure if msd is required to copy your complaint in with their response about a representative of msd/winz.*
4. *I want full disclosure of all information msd has on making a complaint about an msd/winz representative who works for winz based on how that person treated a client in a derogatory manner.*
5. *When making a complaint about a representative of winz/msd derogatory treatment of a client, what is the policy timeframe on acknowledging that complaint?*
6. *When a complaint response is made about the derogatory treatment by a representative of msd/winz, and the client is unsatisfied with that initial response, can the client request a review of said complaint?*
7. *Concerning all 6 requests for information, under the official information act I want full disclosure of the actual policy's that support them.*

On 22 December 2021 the Ministry emailed you to advise you of the need to extend the due date of your request, as more time was required for necessary consultations in accordance with section 15(1) and 15A of the Act.

In the same email, the Ministry responded to parts one, four and six of your request. As such, the Ministry will only be responding to parts two, three, five and seven of your request in this letter.

For the sake of clarity, the Ministry will address parts two, three, five and seven of your request in turn.

2. *Full disclosure if Msd is allowed to amend/summarize/or redact parts, of the client's complaint. If there is no information supporting this then please do not leave the question unanswered. I'd appreciate you establish that complaints are not allowed to be summarized, amended, or redacted.*
3. *Full disclosure if msd is required to copy your complaint in with their response about a representative of msd/winz.*

Once a complaint is received, it must be recorded in the HIYA Complaints Management System. Once recorded, it will be assigned a number, then it will automatically be assigned to a gatekeeper or designated person.

The designated person (gatekeeper) will be responsible for managing the complaint from the time it is received until the time it is resolved.

Gatekeepers or designated people may be assigned from:

- Service Centres - Service Centre Manager or Assistant Service Centre Manager
- Regional Offices - Executive Assistant to the Regional Director
- Contact Centres - Specifically assigned gatekeepers
- National Office - National Office gatekeepers

Gatekeepers and designated persons may assign the complaint to a more appropriate person to resolve. However, they are still responsible for the complaint until it is resolved.

The person to whom the complaint is assigned will obtain all relevant information and investigate the complaint fully. If the complaint involves a staff member, the staff member may need to provide a written explanation.

If the investigation reveals that staff actions were inappropriate, staff training or a performance management approach to the issue may be undertaken.

The Ministry ensures that a complaint is recorded in as much detail as possible in the HIYA Complaints Management System.

The only specific 'redaction' from the content of a complaint is if it mentions a staff member's names, then that would be removed from the complaint and lodged elsewhere under 'staff member' in the HIYA Complaints Management System before being released.

In other situations, complaints may not be lodged in the HIYA Complaints Management System and would be sent directly to the Senior Manager of the staff member if the complaint contains sensitive information.

The only other reason for redactions may be due to a character limit (3,000) to ensure all important information is recorded. This is usually when the Ministry copies 'what is your complaint about', 'tell us what happened' and 'how can we fix this for you' and not other details such as who the complaint is for and client details. These details are then recorded elsewhere in the complaints management system.

*5. When making a complaint about a representative of winz/msd derogatory treatment of a client, what is the policy timeframe on acknowledging that complaint?*

A complaint must be acknowledged in writing within 24 hours, unless it is resolved within that time. When a complaint is acknowledged, the letter must explain the next steps of the process and advise when a reply can be expected, particularly if the resolution may take more than five days.

If a complaint is not resolved within five working days, it is automatically escalated to the immediate manager of the person assigned to the complaint. This will not occur if a good and sufficient reason for the delay has been recorded as an update in the HIYA Complaints Management System prior to the five working days.

All complaints are required to be fully investigated and resolved within five working days, unless a good and sufficient reason for the delay is recorded. Where there is a delay, the client must be kept informed of the progress of the complaint.

*7. Concerning all 6 requests for information, under the official information act I want full disclosure of the actual policy's that support them.*

You can find more information regarding what the Ministry does with your personal information, your rights and responsibilities and further information in relation to making a complaint, at the following links:

- [www.workandincome.govt.nz/about-work-and-income/privacy-notice/index.html](http://www.workandincome.govt.nz/about-work-and-income/privacy-notice/index.html)
- [www.workandincome.govt.nz/on-a-benefit/your-rights-and-responsibilities/index.html](http://www.workandincome.govt.nz/on-a-benefit/your-rights-and-responsibilities/index.html), and
- [www.workandincome.govt.nz/about-work-and-income/complaints/index.html](http://www.workandincome.govt.nz/about-work-and-income/complaints/index.html).

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 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](mailto:OIA Requests@msd.govt.nz).

If you are not satisfied with this response regarding the Ministry's complaints process, 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](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

*Bridget Saunders*

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**Manager**  
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