

22 December 2022

Tēnā koe [REDACTED]

**Official information request HN200007607**

Thank you for your Official Information Act 1982 (the Act) request of 23 November 2022, for information relating to 'complaint lodgements' followed by clarification 21 December 2022 and the necessary extension of time 22 December 2022. Specifically:

1. *"I am wanting to see if it is possible to obtain any whanau (specifically) ethnic (Māori) complaints received in Te Taihū Te Whatu Ora lodgment process within the last 10 yrs. Just matters lodged, and matters outstanding, and or is there a process pathway that indicates the above?"*

CLARIFICATION: *"Perhaps just the lodgement rather than matters"*.

**Te Whatu Ora Nelson Marlborough Response**

A total 255 complaints have been lodged as received from those who identified as Māori since March 2015 when the feedback management system was implemented.

If you have any questions, you can contact us at [hnzOIA@health.govt.nz](mailto:hnzOIA@health.govt.nz)

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at <https://www.ombudsman.parliament.nz/> or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Te Whatu Ora may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available on our website.

Nāku iti noa, nā



Lexie O'Shea  
**Interim District Director**  
**Nelson Marlborough**