



MINISTRY OF EDUCATION

Te Tāhuhu o te Mātauranga

National Office

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06 SEP 2012

Mike Gendall
fyi-request-539-
31b12dbd@requests.fyi.org.nz

Dear Mr Gendall

Thank you for your email of 1 September 2012 requesting the following information:

"According to your records, how many requests under the Official Information Act are subject to Ombudsman complaint as at the date of this request? What was the wording of the request that become subject of an Ombudsman complaint? According to your records, what is the age of the complaint?"

Your request has been considered under the Official Information Act 1982 (OIA).

We are unable to pull this information from the version of the Ministerials database we currently use. We can only identify where a workflow is designated an Ombudsman's complaint, not break this data down to the status of a workflow and isolate the 'active' ones. However, we have done a manual check of all Ombudsman complaints we received from the beginning of this year to identify those still active as at the date of your request.

According to the manual check of our records, the Ministry has no active Ombudsmen complaints.

Our records show a workflow is completed when a response is sent. Investigation of an Ombudsman's complaint may continue to be 'active' even after a response is sent by the Ministry. Often there is ongoing discussion between parties and this information is not necessarily captured in our database. This means there may be active complaints we have not counted. I am not aware of this being the case at the moment, but did want to bring it to your attention.

If you are not satisfied with this response you are entitled, under section 28(3) of the OIA, to complain to an Ombudsman.

Yours sincerely



Karl Ferguson
Group Manager
Communications Group