



They show that of the many thousands of OIA requests received in a year, only a very small proportion result in complaints to the Ombudsman.”

Judge Boshier says it’s very important to understand that just because a complaint is made doesn’t necessarily mean the agency has done anything wrong.

“All complaints are taken seriously by the Office, with a strong focus continuing to be on the fast and efficient resolution of complaints. Some of the cases can be resolved prior to or during an investigation. In the minority of cases a full investigation is required and it is during this time that any wrong-doing can be determined.” The Office’s data on OIA complaints completed between July and December 2016 shows that 23 per cent of the complaints required a full investigation, and 10 percent of the complaints were upheld.

You can see the Ombudsman’s complaints data here:

<http://www.ombudsman.parliament.nz/resources-and-publications/oia-complaints-data>

You can see the SSC’s request data here:

<http://www.ssc.govt.nz/official-information-act-statistics>

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