



# Annual report

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## 2014 - 2015 at a glance

### Overview

- Received 12,151 complaints and other work,<sup>1</sup> the second highest amount ever received, and 10% higher than the work received in the 2013/14 reporting year
- Completed 11,964 complaints and other work, 4% more than the work completed in the 2013/14 reporting year
- Finished the year with 1,787 complaints and other work on hand
- Obtained remedies for the benefit of individuals and public administration in 504 cases
- Unable to meet current timeliness targets for completed complaints, given the volume of work on hand
- Improved the age profile of work completed, with 92% of complaints and other contacts completed within 6 months or less, compared with 88% the previous year

### Ombudsmen Act (OA)

- Received 2,304 OA complaints and 7,216 other contacts concerning OA matters
- Completed 2,226 OA complaints and 7,231 other contacts concerning OA matters
- Resolved 161 cases<sup>2</sup>
- Provided advice and assistance in 2,888 cases
- Formally investigated 215 complaints, and formed 106 final opinions

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<sup>1</sup> Including complaints, other contacts, deaths in custody and other work.

<sup>2</sup> "Cases" refers to OA complaints and other contacts concerning OA matters.

- Identified administrative deficiency in 23 complaints, or 22% of all complaints where a final opinion was formed
- Made 11 recommendations
- Obtained remedies for the benefit of the individual concerned in 164 cases
- Obtained remedies for the benefit of public administration in 14 cases

## Official information (OIA and LGOIMA)

- Received 1,090 OIA complaints and 240 LGOIMA complaints
- Completed 960 OIA complaints and 253 LGOIMA complaints
- Resolved 301 complaints, or 23% of all complaints completed
- Investigated 571 complaints, and formed 247 final opinions
- Identified administrative deficiency in 98 complaints, or 40% of all complaints where a final opinion was formed
- Obtained remedies for the benefit of the individual concerned in 324 cases

## Crimes of Torture Act

- Visited 40 places of detention, including 22 full inspections
- 73% of visits to places of detention were unannounced
- Made 63 recommendations for improvement, 52 of which were accepted or partially accepted

## United Nations Convention on the Rights of Persons with Disabilities

- Published the second report of the Independent Monitoring Mechanism, *Making Disability Rights Real, making 38 specific recommendations and outlining 9 key areas to monitor over the next reporting period*
- Participated in New Zealand's examination before the *United Nations Committee on the Rights of Persons with Disabilities* in Geneva

## Policy and professional practice

- Advised on 21 legislative, policy and administrative proposals relevant to our jurisdiction
- Provided informal advice on 168 occasions to state sector agencies, mainly in relation to the processing of official information requests, 63% more than in 2013/14
- Advised the Secretary of Transport on 7 applications for authorised access to personal information on the motor vehicle register
- Conducted 20 workshops and training seminars, and delivered 24 presentations, on the role of the Ombudsman and the operation of the official information legislation
- Published 19 new or updated guidance materials, including Ombudsman opinions
- Nationwide survey showed 67% awareness of the Ombudsman by the New Zealand public