



Annual report

2013 - 2014 at a glance

Overview

- Received 11,044 complaints and other work,¹ the second highest amount ever received, and 13% higher than the average amount of work received over the past 10 years
- Completed 11,505 complaints and other work, 19% more than the average amount of work completed over the past 10 years
- Finished the year with 1,602 complaints and other work on hand, down from 2,072 the previous year
- Completed 461 more complaints and other work in the reporting year than we received
- Obtained remedies for the benefit of public administration in 91 cases, almost 3 times as many as in the previous reporting year²
- Struggled to meet some timeliness targets for completed complaints, given the volume of work on hand
- Improved the age profile of work on hand, with 51% of complaints and other contacts open as at 30 June 2014 aged 6 months or less, compared with 38% the previous year

¹ Including complaints, other contacts, deaths in custody and other work.

² 34 cases.

Ombudsmen Act (OA)

- Received 2,478 OA complaints and 6,032 other contacts concerning OA matters
- Completed 2,510 OA complaints and 6,056 other contacts concerning OA matters
- In total, completed 9,622 OA complaints and other contacts concerning all matters,³ 20% more than the average amount completed over the past 10 years
- Resolved 222 cases⁴
- Provided advice and assistance in 2,579 cases
- Formally investigated 276 complaints, and formed 126 final opinions
- Identified administrative deficiency in 34 complaints, or 27% of all complaints where a final opinion was formed
- Made 11 recommendations
- Obtained remedies for the benefit of the individual concerned in 240 cases
- Obtained remedies for the benefit of public administration in 55 cases, a significant increase from 18 cases in the previous reporting year
- Monitored investigations into 14 deaths in custody
- Assessed 40 serious incidents in prisons, commencing an investigation in 1 case, and concluding investigations in 2 cases

Official information (OIA and LGOIMA)

- Received 1,207 OIA complaints, comparable with 2011/12 numbers,⁵ and 11% more than the average amount received over the past 10 years
- Received 246 LGOIMA complaints
- Completed 1,856 complaints, 403 more than received in the reporting year
- Resolved 644 complaints, or 35% of all complaints completed
- Investigated 672 complaints, and formed 306 final opinions

³ In previous years, other contacts were not differentiated by the type of matter they concerned, and so previous years reported on other contacts concerning all matters.

⁴ "Cases" refers to OA complaints and other contacts concerning OA matters.

⁵ The total number of complaints received in 2012/13 included 1,012 complaints made by one complainant against separate agencies, and so is not a useful comparison.

- Identified administrative deficiency in 185 complaints, or 60% of all complaints where a final opinion was formed
- Made 14 recommendations
- Obtained remedies for the benefit of the individual concerned in 677 cases
- Obtained remedies for the benefit of public administration in 36 cases, a significant increase from 16 cases in the previous reporting year

Crimes of Torture Act

- Visited 37 places of detention, including 22 full inspections
- 44% of visits to places of detention were unannounced
- Made 80 recommendations for improvement, 65 of which were accepted or partially accepted

United Nations Convention on the Rights of Persons with Disabilities

- Contributed to the second report of the Independent Monitoring Mechanism, *Making Disability Rights Real*
- Received 16 complaints and other contacts which raised issues relevant to the Disabilities Convention
- Actively considered the welfare of people with disabilities in prisons and other institutions and places of detention

Policy and professional practice

- Advised on 27 legislative, policy and administrative proposals relevant to our jurisdiction
- Made and published submissions on the Environment Reporting Bill and the Building (Earthquake-prone Buildings) Amendment Bill
- Provided informal advice on 103 occasions to state sector agencies, mainly in relation to the processing of official information requests
- Advised the Secretary of Transport on 8 applications for authorised access to personal information on the motor vehicle register

- Conducted 36 workshops and training seminars for state sector agencies, and delivered 44 presentations, on the role of the Ombudsman and the operation of the official information legislation
- Published 15 new or updated guidance materials on our website, including Ombudsman opinions
- Nationwide survey showed 69% awareness of the Ombudsman by the New Zealand public