# Template letter 19

## Refusal letter under section 18(e) OIA / section 17(e) LGOIMA—Document does not exist or cannot be found

[Date]

[Name and address of requester]

Dear [name]

**Official information request for [brief detail of subject matter of request]**

I refer to your official information request dated [date] for [brief detail of the subject matter of the request].

Unfortunately, the document you requested [does not exist / cannot be found].

We have made every possible effort to locate the document, including [detail steps taken to try to locate the document, and explain the outcome of any attempt to consult the requester, as required by section [18B](http://www.legislation.govt.nz/act/public/1982/0156/latest/DLM65606.html) of the OIA / [17B](http://www.legislation.govt.nz/act/public/1987/0174/latest/DLM123008.html) of the LGOIMA, or why no such attempt was made].

We are therefore refusing your request under section [18(e) of the OIA / 17(e) of the LGOIMA] because the requested document [does not exist / cannot be found].

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you want to discuss this decision with us, please feel free to contact [details of contact person].

Yours sincerely

[Name]