

Managed Isolation and Quarantine (MIQ)

Managed Isolation and Quarantine (MIQ) is part of border measures to keep COVID-19 out of New Zealand. MIQ is a business group within the Ministry of Business, Innovation and Employment (MBIE).

The Chief Ombudsman can investigate complaints about MBIE's acts and decisions in relation to MIQ (under the Ombudsmen Act), and MBIE's decisions on requests for information about MIQ (under the Official Information Act).

This fact sheet focuses on complaints about MBIE's acts and decisions that affect people in relation to MIQ.

What types of complaints can the Ombudsman investigate?

The [Air Border Order](#) and the [Isolation and Quarantine Order](#) are the current laws governing MIQ. The Chief Ombudsman **can** look at MBIE's decision-making process under the Orders. This includes MIQ complaints that relate to:

- Exemptions;
- Emergency allocation; and
- Fee waivers.

What the Ombudsman can and cannot achieve

The Chief Ombudsman has no immediate intervention powers. He **cannot** issue MIQ vouchers, exemptions, or fee waivers. He **cannot** order MBIE to take any particular action.

The Chief Ombudsman may be able to resolve a complaint informally, if MBIE agrees to take certain action. If the Chief Ombudsman investigates a complaint, he may form an opinion and make a recommendation to MBIE to remedy any issues identified. Any recommendations he makes are a result of a detailed investigation process which can take some time.

As an example, see the [case note about the Chief Ombudsman's opinion that some decisions to decline MIQ medical needs exemptions were not unreasonable](#).

The Chief Ombudsman intends to publish more case notes relating to MIQ in the near future.

What to do before making a complaint to the Ombudsman

Before complaining to the Ombudsman, you should try to resolve your concerns with MBIE's MIQ Resolutions Team. They may be able to resolve your concerns.

If you have not complained to MBIE first, the Ombudsman may ask you to do so before progressing your complaint.

You can make a complaint to MBIE's MIQ Resolutions Team by following the [complaints process outlined on MBIE's website](#). This involves:

- raising your concerns with the Facility Manager or Wellbeing Coordinator of your MIQ facility; or
- making a complaint to the MIQ Resolutions Team via the [online complaint form](#).

Making a complaint to the Ombudsman

You can contact the Ombudsman if you are unhappy with the MIQ Resolutions Team's response to your complaint. Try to include the following details when making your complaint:

- Details of the specific act or decision you are dissatisfied with and its impact on you;
- Copies of your complaint to the MIQ Resolutions Team and their response;
- Why you believe the response from MIQ Resolutions Team is unreasonable;
- Copies of all relevant supporting documents and correspondence; and
- What outcome you are seeking.

Need more information?

Visit the Ombudsman NZ website www.ombudsman.parliament.nz or ring 0800 802 602.