

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](#) of the OIA / [17B](#) 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 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]