

PRIVATE &
CONFIDENTIAL



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

1 July 2013

AUCKLAND 1

Dear M

Complaint: Dr E
Our ref: C12HDC

Thank you for your letter of 3 June 2013, which requested disclosure of “previous contacts (personal, professional or other) that any existing (and/or former) staff member of the Office of the Health and Disability Commissioner, who has been directly involved in the assessment, processing and investigation of complaint C12HDC/ has had with Dr D ..” You specifically requested that we provide you with the names of the staff members (current and former) who had been involved with your complaint file.

I have considered your request under the Official Information Act 1982. My response to your request is set out below.

Your request

As a preliminary comment, please note that many of the staff who have been involved with your complaint file were only involved in peripheral ways, for example, by processing your incoming mail.

I have spoken directly with the staff members who have had contact with your complaint file, and who still work at HDC. They all confirm that they do not know Dr , and have had no contact with him other than through the HDC complaints process.

There are a small number of staff who had contact with your complaint file but who no longer work at HDC. I have decided to refuse your request for information in relation to these individuals under section 18(f) of the Official Information Act, as HDC does not hold any information about these individuals’ knowledge of, or contact with, Dr

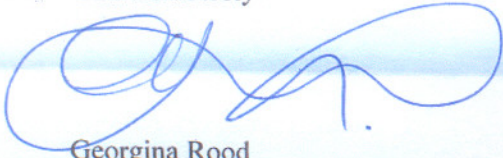
I have decided to withhold the names of the staff members who have had contact with your complaint file. These names are withheld under section 9(2)(a) of the Official Information Act, to protect the privacy of those individuals.

You may request a review of this decision from the Office of the Ombudsman.

Conflicts of interest

Please be assured that HDC has a robust process for managing conflicts of interest. Staff must declare any personal interests they have that may compromise (or appear to compromise) HDC's impartiality. If an HDC staff member has a close personal relationship with a party involved in a particular complaint, they must disclose this to their manager so that the conflict can be managed appropriately.

Yours sincerely



Georgina Rood
Legal Advisor