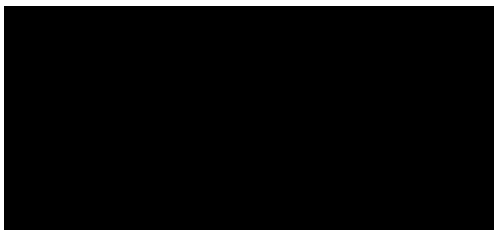


23 December 2021



Dear 

**Re: Official Information Act**

I am responding on behalf of Taranaki District Health Board (DHB) to your OIA request of 26 November 2021 and the amendment of your OIA as of 15 December 2021 given to TAS. You have requested the following information:

*Under the Official Information Act, please provide information, including but not limited to emails, applications, reports, meeting minutes, memos, data, audiovisual materials and correspondence to/from the DHB about:*

*The number of formal apologies, including apologies in writing, offered by senior management, including but not limited to the chief executive, deputy chief executive(s), executive managers and board members to:*

- *The number of formal apologies, including apologies in writing, offered by senior management, including but not limited to the chief executive, deputy chief executive(s), executive managers and board members relating to:*
- *Health and Disability Commission (HDC), Privacy Commission and Ombudsman's complaints over the past 5 years*

Under the *Appendix* please see *Table 1* for the HDC information and *Table 2* for the Privacy Commission information. We have received no Ombudsman's complaints. We are unable to break this information down by apologies.

- *Any DHB staff member*
- *Any former DHB staff member*
- *Anyone employed, contracted, or working in any capacity for the DHB*

In relation to the above three points Taranaki DHB does not have a centralised system that captures all formal apologies and we are unable to answer as this request would require an extensive manual process to search each employee's electronic and hard copy files.

*Continued...*

- *Any patient*
- *Any former patient*
- *Any family of a patient or former patient*
- *Any member(s) of the public*

The above 4 points are all managed through Taranaki DHB's Clinical Governance Support Unit, through our electronic online reporting and risk management system. While we cannot provide the level of information as to which level of staff provided a written apology, we can provide you with the number of complaints we have received. Please find this information in the *Table 3* in the *Appendix*.

- *Any other government agency*

Taranaki DHB can confirm no apologies have been made to government agencies over the last five years.

I trust the above information answers your OIA request.

Kind regards



Gillian Campbell  
**Chief Operating Officer**

Enc.

## Appendix

**Table 1**

<b>Health and Disability Commission</b>		
<b>Year</b>	<b>HDC request</b>	<b>Number</b>
2016	For investigation	17
	Request for information	0
	For our information	0
2017	For investigation	9
	Request for information	4
	For our information	0
2018	For investigation	6
	Request for information	6
	For our information	1
2019	For investigation	9
	Request for information	16
	For our information	3
2020	For investigation	6
	Request for information	10
	For our information	4
2021	For investigation	3
	Request for information	0
	For our information	2
<b>Total</b>		<b>96</b>

**Table 2**

<b>Privacy Commission</b>	
<b>Year</b>	<b>Taranaki DHB</b>
2016	0
2017	1
2018	1
2019	0
2020	0
2021	0
<b>Total</b>	<b>2</b>

**Table 3**

<b>Year</b>	<b>Complaints Received</b>
2016	262
2017	231
2018	295
2019	340
2020	368
2021 year to date	399
<b>Total</b>	<b>1895</b>