
From: [REDACTED]
Sent: Thursday, 18 February 2021 10:36
To: [REDACTED]
Subject: [REDACTED]
official information
Re: LGOIMA 21038 - Provisional Response and Request for further Clarification -
[REDACTED] - Hamilton City Council Complaints Panel, May 2019

Hello Michelle

You have answered my question perfectly. No further information required.

Regards

[REDACTED]
On 16 February 2021 at 19:23 official information <officialinformation@hcc.govt.nz> wrote:

Kia ora [REDACTED]

I refer to your information request below, Hamilton City Council is able to provide the following response.

Provisional Response

Complaints Panel – Councillors

The current code of conduct was approved in March 2018 and updated with minor variations to include reference to Maangai Maaori in October 2018. Under the current code, there is no complaints panel/committee (as there was in the previous code). The current Elected Members Code of Conduct outlines the complaints process and is available online [here](#). Council did not receive or deal with any complaints under the code in May 2019.

Complaints Panel – Staff

Protected Disclosures Act 2000 – Council has an independent person, [REDACTED] of CLM Law, who acts as the Protected Disclosures Officer for Hamilton City Council. Protected disclosures only relate to disclosures by employees of serious wrongdoing by an organisation. As I understand your clarification below, the information you are seeking does not include the function and investigations of this person.

Council's process for the public to make a general complaint is set out on the website [here](#). Complaints by members of the public about any alleged HCC employee behaviour are managed through our internal procedures set out under our Management Policies - Code of Conduct and Performance Management and Discipline (attached).

There is no set review panel for complaints. Depending on the nature of a complaint and the outcome of internal processes, an external party might be engaged to assist Council, at its discretion, to investigate and review complaints.

Matters that are not resolved to the satisfaction of a member of the public can be referred by them to the Ombudsman.

Clarification

In order to respond more fully to your request, Council would need further details on the matters that may have been subject to a complaint during the time period you have identified, or area of Council where complaints may have been made. Unless your request is amended, the Council may have to refuse it in part or in full under section 17(f) of the LGOIMA, which applies where the information cannot be made available without substantial collation or research. **Could you please let me know any further clarification by 5pm 23 February 2021, we are due to provide our final response to you by 8 March 2021.**

I am happy to discuss this with you over the phone – as there may be another way in which we can assist you to narrow the scope of your request.

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.

Kind regards,
Michelle

Official Information Team

Email: officialinformation@hcc.govt.nz

From: official information <officialinformation@hcc.govt.nz>

Sent: Tuesday, 9 February 2021 1:54 pm

To: [REDACTED] official information

<officialinformation@hcc.govt.nz>

Subject: RE: LGOIMA 21038 - Request for Clarification - [REDACTED] - Hamilton City Council
Complaints Panel, May 2019

Kia ora [REDACTED]

Thank you for the prompt response. I will pass this clarification on to the relevant team.

Kind regards,
Michelle

Official Information Team

Email: officialinformation@hcc.govt.nz

From: [REDACTED]
Sent: Tuesday, 9 February 2021 1:51 pm
To: official information <officialinformation@hcc.govt.nz>
Subject: RE: LGOIMA 21038 - Request for Clarification - [REDACTED] - Hamilton City Council Complaints Panel, May 2019

To clarify

The request relates only to complaints about council and staff from members of the public.

Regards

[REDACTED]

On 09 February 2021 at 13:32 official information <officialinformation@hcc.govt.nz> wrote:

Kia ora,

I refer to your official information request below.

Your request as currently framed is unclear to staff. Are you able to clarify what subject matter or area/function of Council the complaints panel would refer to or be responsible for? For example, does this relate to individuals who were part of Council's processes for reporting and investigating Protected Disclosures, or complaints relating to other Employment matters, or another function of council – for example building consent processes.

Please note, if you do amend or clarify your request, this will be considered to be a new request for the purpose of calculating the maximum statutory timeframe for response—see section 13(7) of the LGOIMA.

Kind regards,

Michelle

Official Information Team

Email: officialinformation@hcc.govt.nz

From: official information <officialinformation@hcc.govt.nz>

Sent: Tuesday, 9 February 2021 11:06 am

To: [REDACTED]; official information

<officialinformation@hcc.govt.nz>

Subject: LGOIMA 21038 - [REDACTED] - Hamilton City Council Complaints Panel, May 2019

Kia ora

I write to acknowledge your information request of Monday 8 February 2021 as below.

Please be advised that your request has been passed on to the relevant team within Council and you will be informed of the outcome.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on whether the Council will provide the requested information as soon as reasonably practicable, and no later than 20 working days after the day we received your request. We will respond to you no later than Monday 8 March 2021.

Kind regards, Michelle

Official Information Team

Email: officialinformation@hcc.govt.nz

From: [REDACTED]
Sent: Monday, 8 February 2021 9:54 pm
To: official information <officialinformation@hcc.govt.nz>
Subject: Hamilton City Complaints Panel

Hello HCC

Please advise who were the members of the Hamilton City Complaints Panel in May 2019.

What were their qualifications?.

Who where they employed by?

How much were they paid?

What complaints did they address?

Please provide copies of correspondence, minutes, and records of decision making. Individual names may be redacted for privacy.

Regards

[REDACTED]