

**From:** LGOIMA  
**To:** [REDACTED]  
**Subject:** RE: LGOIMA request - Ombudsman complaints, official information and privacy act requests statistics for financial years 2019-2020 to 2023-2024 - Reference: 2748  
**Date:** Monday, 7 April 2025 11:39:37 am  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image817856.png](#)  
[image830254.png](#)  
[image936765.png](#)

Kia ora [REDACTED],

We refer to your official information request dated 4 April 2025 Our response is below:

1. **Could you please provide me the following information for financial years 2019/20, 2020/21, 2021/22, 2022/23, 2023/24:**
  - a. **Number of LGOIMA requests received**
  - b. **Number of Privacy Act requests received**
  - c. **Number of Ombudsman complaints made against the Council**

Please find **below** a table noting the number of Ombudsman complaints, Local Government Official Information and Meetings Act 1987 and Privacy Act requests received for financial years (1 April – 31 March) 2019/2020 – 2023/2024.

Please note, we are unable to provide you with the number of Privacy Act requests that we have received in the above financial year periods as before 2025 the number of Privacy Act requests were not recorded as they were included in our LGOIMA numbers.

Our current register went live on 7 December 2021. Prior to this register, an old register (archived register) was used in which received dates were often not recorded for Ombudsman and LGOIMA requests. Therefore, to go through all information held on our archived register and to collate the information in scope of the financial year's you have requested would require a substantial amount of staff time to research and collate. We have considered whether charging or extending the timeframe for responding to your request would help, as section 17A of the Local Government Official Information and Meetings Act (LGOIMA) requires. However, this would not assist as the work required to complete this request, as currently framed, is substantial, and we do not have the resources to carry out this work in a reasonable time frame. We are therefore refusing your request in part under section 17(f) of the LGOIMA.

The Office of the Ombudsman publishes an Annual Report each year on complaints received by Local Authorities which is publicly available on their website - [Resources and publications | Ombudsman New Zealand](#). Given the above, we suggest you review the material the Ombudsman has published around Ombudsman complaints.

	2019/20	2020/21	2021/22	2022/23	2023/24
LGOIMA 1987 requests	Substantial Collation	Substantial Collation	293	305	646
Privacy Act 2020	Not recorded	Not recorded	Not recorded	Not recorded	Not recorded

Requests					
Ombudsman	<a href="#">Refer to</a>	<a href="#">Refer to</a>	<a href="#">Refer to</a>	<a href="#">Refer to</a>	<a href="#">Refer to</a>
Complaints	<a href="#">Ombudsman's website</a>	<a href="#">Ombudsman's website</a>	<a href="#">Ombudsman's website</a>	<a href="#">Ombudsman's website</a>	<a href="#">Ombudsman's website</a>

If you are unsatisfied with the Council's response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely,  
 Legal Services Officer

**LGOIMA**  
 LGOIMA Requests  
 Call +64 3 543 8400 | [LGOIMA@tasman.govt.nz](mailto:LGOIMA@tasman.govt.nz)  
 Private Bag 4, Richmond 7050, NZ



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