



11 February 2026

Tēnā koe

### **Official Information Act request**

Thank you for your email of 24 December 2025, to the Ministry of Social Development (the Ministry), requesting the following information:

- *Under the official information act I request to be given the historic claims formal complaints process.*

I have considered your request under the Official Information Act 1982 (the Act). The Ministry's complaints process for Historic Claims is set out below:

The Ministry takes a case-by-case approach when resolving complaints about Historic Claims. This means that the steps taken to resolve a complaint will differ depending on the nature of the complaint and the individual needs and preferences of the claimant.

#### Receiving a complaint

Complaints can be made to the Ministry's Historic Claims team either by phone (0800 631 127) or in writing. Complaints by email can be sent to [historicclaims@msd.govt.nz](mailto:historicclaims@msd.govt.nz) or to the staff member managing the claim, if one has been assigned.

Once received, the Ministry advises the complainant that their complaint has been received. The complaint is then directed to the most relevant Team Leader for a response.

In general, the relevant Team Leader is determined by the nature of the complaint. For example, complaints about a request to access personal information will generally be responded to by the Team Leader responsible for that request. Similarly, complaints about a claim assessment will generally be responded to by the Team Leader responsible for that claim.

#### Resolving a complaint

Once the relevant Team Leader has been determined, and depending on the nature of the complaint and the communication preferences of the complainant, the steps to resolve a complaint are generally as follows:

- In the first instance, the Team Leader or a senior staff member in their team tries to contact the complainant to better understand the substance of the complaint and help to resolve the situation.

- If the complainant cannot be contacted, or if this initial contact does not resolve the complaint, the Team Leader provides a formal response to the complainant in writing. This can be emailed or posted, depending on the complainant's preferences.
- If the complainant is not satisfied with the response from the Team Leader, the complainant can ask for their complaint to be escalated to a Manager or the General Manager of Historic Claims.
- If the complainant is not satisfied with a response from a Manager or the General Manager, the complainant can ask for their complaint to go to the Ministry's Chief Executive.

#### Additional steps to resolve a complaint

After following all of the steps above, if the complainant is still not satisfied with how their complaint is being responded to, the complainant can approach the Ombudsman with their complaint.

The complainant can also approach the Office of the Privacy Commissioner if the complaint relates to a request to access personal information.

#### Forthcoming complaints policy for State redress agencies

You may be interested to know that the Government has published a Redress Implementation Plan, which sets out how State redress agencies will improve redress for survivors of abuse in State care. This has been published at [www.redress.govt.nz/redress-publications](http://www.redress.govt.nz/redress-publications).

As part of this plan, the Ministry and other redress agencies are working to deliver a joined-up and consistent approach to deliver redress, underpinned by a single set of policies, including a common complaints policy.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, 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 0800 802 602.

Ngā mihi nui

pp.



Anna Graham  
**General Manager**  
**Ministerial and Executive Services**