



25 February 2026

Tēnā koe

Official Information Act request

Thank you for your email of 10 December 2025, requesting information from the Ministry about complaints received by Work and Income.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- 1. The total number of formal complaints received by Work and Income concerning the conduct or service delivery of its staff.*

Complaints submitted by clients to the Ministry are filed by types of complaints and the closest type that relates to the conduct of Ministry staff is Interpersonal Skills/Staff Attitude. There were 5,193 complaints lodged under Interpersonal Skills/Staff Attitude in the period 1 July 2024 to 10 December 2025. This figure does not include complaints relating to StudyLink, and has been random rounded to base three in line with the Ministry's confidentiality policy.

- 2. A breakdown of the nature or category of these complaints (e.g., number of complaints relating to attitude/treatment, decision-making, undue delay, etc.).*
- 3. The total number of complaints that resulted in a finding against the employee or led to a formal resolution/remedy in favour of the client.*
- 4. A summary or statistical breakdown of the types of resolutions/remedies provided for the substantiated complaints (e.g., percentage resulting in apology, policy review, re-assessment of decision, or other specific remedial actions).*
- 5. The number of employees by job title/role (e.g., Case Manager, Service Centre Manager) who were the subject of one or more formal complaints.*

I am refusing your request for this information under section 18(f) of the Act, as substantial manual collation would be required to collate this information. If held, this information would only be contained within individual complaint files, which would each require manual review to respond to your request. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have

concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

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.

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 or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham
General Manager
Ministerial and Executive Services