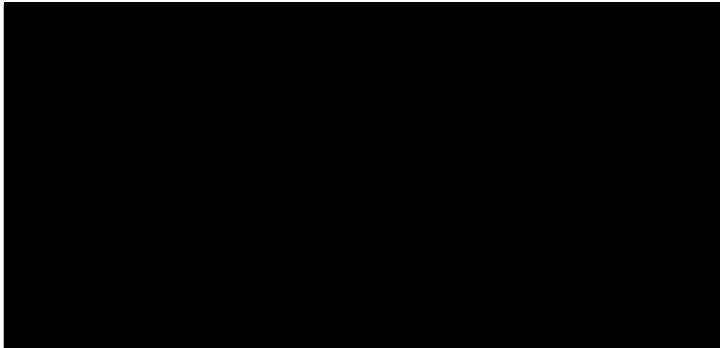


22 July 2019



Re Official Information Request – Data about Starship’s child protection services – Part 2

I refer to your official information request dated 21 June 2019 requesting the following information:

As discussed, I'm trying to find data about Starship's child protection services. I have split my inquiry in three parts in separate emails. This is part 2.

Can you please direct my query to someone or a site where the details can be publicly accessed. If not, please answer the following questions:

- 1. How many formal complaints have been made against the ADHB about its child protection service in every year, since 2002 to 2018?**

Auckland District Health Board (ADHB) has a centralised complaints team, the Consumer Liaison Team, who record, track and facilitate responses to complaints. ADHB have interpreted this request as: complaints which have been handled through the Auckland DHB Consumer Liaison Team.

Year	2002	2003	2004	2005	2006	2007	2008	2009	2010
No. of	2	0	1	1	3	3	1	3	1
complaints	2011	2012	2013	2014	2015	2016	2017	2018	
	0	3	1	0	0	1	4	0	

2. How many of those complaints were dismissed?

Auckland DHB values all feedback which we receive. We respond to each complaint, based on the issues raised in each complaint. ADHB does not dismiss complaints.

However on reviewing the above 24 complaints over 17 years, Auckland DHB notes that 8 of the 24 complaints were received from the Office of the Health and Disability Commissioner (HDC) and in all 8 of these complaints the HDC were satisfied that the correct processes had been followed by ADHB and they made a decision to take no further action on these 8 complaints.

3. How many of those complaints went through a formal process?

The table in questions 1 reflects all complaints which have been formally recorded and responded to via Auckland DHBs complaints process.

4. How many of those complaints that went through a formal process, found the ADHB was in the wrong?

As outlined in question 2: ADHB values all feedback which we receive. We respond to each complaint, based on the issues raised in each complaint. ADHB does not make findings in regards to whether it, or its staff was in the right or wrong, but uses all feedback, including complaints as a learning mechanism.

5. If in the wrong, what remedy or apology was made by the ADHB?

Not applicable – see question 4.

6. Please provide the cases where a remedy or apology was made.

Not applicable – see question 5.

I trust this information answers your questions.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE
Chief Executive