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| Compiled Date | 02/10/2023 |
| File Number | 23.24.34 |

LGOIMA

When releasing responses to previous LGOIMA requests, names and contact details of individual requestors will be withheld to protect their privacy.

Information requested by the media, lobby groups, public sector organisations and MPs will always be published, while information specific to an individual or their property will not generally be published.

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| Request from: | Private Individual |
| Information requested: | Statutory Complaint Policies |
| Response by: | Te Aroha Cook, Acting Chief Executive |

02 October 2023

Via Email:

Dear Private Individual

Official information request for copies of current and previous Statutory Complaint Policies

I refer to your official information request dated 28 September 2023 for copies of current and previous Statutory Complaint Policies.

Enclosed is the current and only customer complaints policy Westland District Council has had.

You can also find this on our website here: <https://www.westlanddc.govt.nz/notices-news-and-events/posts/customer-complaints-policy/>

There is no charge in supplying this information to you.

Council has adopted a Proactive Release Policy and accordingly may publish LGOIMA responses on the Council Website at <https://www.westlanddc.govt.nz/lgoima-responses>.

The collection and use of personal information by the Westland District Council is regulated by the Privacy Act 2020. Westland District Council's Privacy Statement is available on our website [here](#)

If you wish to discuss this decision with us, please feel free to contact Mary-anne Bell, Business Analyst at LGOIMA@westlanddc.govt.nz, 03 756 9091.

Sincerely,

Te Arohanui Cook | Acting Chief Executive

TC/MB