

Our ref CASE-014207 (GROUND-0016124)
Contact [REDACTED]
10 September 2025



Wendy McGuinness
Chief Executive
McGuinness Institute | Te Hononga Waka

By email: [REDACTED]

Tēnā koe Wendy

Investigation of official information complaint
Request to the Ministry of Health for information relating to the National Reserve Supply

I am writing on behalf of Chief Ombudsman John Allen.

You made a complaint about the decision of the Ministry of Health on your request for a copy of the recommendations from the National Reserve Supply Technical Advisory Group.

I apologise for the time that has elapsed since your complaint was made. Mr Allen is investigating your complaint.

The investigation

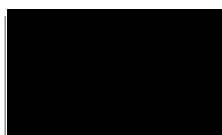
I have today written to the Director-General of Health to commence the investigation. I have asked for the relevant information and further information regarding the reasons for the decision.

We will keep you updated on the investigation.

Contact person

If you wish to discuss this matter, or there is any relevant change of circumstances, please contact me by email: [REDACTED]

Nāku noa, nā



Manager, Investigation and Resolution

Encl Appendix: An Ombudsman's role

Appendix 1. An Ombudsman's role

An Ombudsman may investigate and review any decision by a Minister or public sector agency on a request for official information. Official information must be made available unless there are grounds under the Official Information Act (OIA) to refuse a request. After investigating, the Ombudsman forms an opinion whether:

- the request should have been refused under the grounds in the OIA; or
- the decision was unreasonable or wrong.

The Ombudsman does not act as an advocate for either the complainant or the agency. The Ombudsman will form an independent opinion on the merits of the complaint.

The investigation process

The Ombudsman's first step is to notify the Minister or Chief Executive of the agency that an investigation has been commenced. The Ombudsman will seek the relevant information and the reasons for the decision.

The complaint may be resolved during the course of the investigation—for example by the agency offering to release information. If so, the Ombudsman may discontinue the investigation.

If the matter is not resolved, the Ombudsman will provide any party adversely affected an opportunity to comment before forming a final opinion. Once a final opinion is formed, the Ombudsman can make any recommendations he or she thinks fit. A public duty to observe any recommendations made by an Ombudsman is imposed on the agency from the 21st working day after those recommendations are made.

If the Ombudsman decides to publish details of the matter, the parties would be advised.

Confidentiality

Ombudsmen must conduct their investigations in private,¹ and are required to maintain secrecy in respect of all matters that come to their knowledge. This is subject only to specific exceptions, one of which relates to explaining to parties the outcome of an investigation.

Because of this, we ask that you maintain confidentiality of the Ombudsman's correspondence to you, until the outcome of this investigation is finalised. This does not prevent you from seeking legal advice or support on your complaint.

Further information

Further information about the OIA is available on our website: www.ombudsman.parliament.nz.

¹ Section 18(2) Ombudsmen Act 1975. This also applies to OIA and LGOIMA investigations: see sections 29 and 28, respectively.