



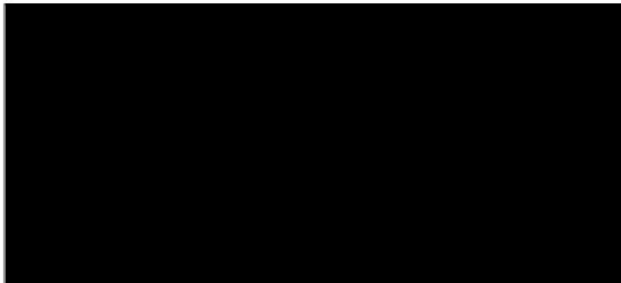
Ref: [REDACTED]

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17 April 2025



OFFICIAL INFORMATION REQUEST FOR REQUESTS DATA

I refer to your official information request dated 4 April 2025:

"...I'm doing some analysis on local authority information request data. Could you please provide me the following information:

- Number of LGOIMA requests received*
- Number of Privacy Act requests received*
- Number of Ombudsman complaints made against the Council*

Could you please provide this data for the following financial years:

- 2023/24*
- 2022/23*
- 2021/22*
- 2020/21*
- 2019/20..."*

The information you requested is provided below.

Financial Year (1 July to 30 June)	Number of LGOIMA Requests (responded via formal process) *	Number of Ombudsman Complaints **	Number of Privacy Act Requests
2019/2020	322	8	2
2020/2021	323	3	2

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2021/2022	250	5	2
2022/2023	244	4	2
2023/2024	282	5	3

* As reported by Council's Service Request system. Note all requests for information held by Council fall under the LGOIMA provisions but not all requests are routed through our formal LGOIMA process for the response.

** Ombudsman complaints handling can sometimes span a number of years and so the numbers in this column may represent the same complaint as previous years.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact LGOIMA@ncc.govt.nz

Yours sincerely,



Devorah Nícuarta-Smith

Manager Governance and Support Services