DEPARTMENT OF CORRECTIONS
ARA POUTAMA AOTEAROA

26 August 2026 *C218226*

[redacted]

Tēnā koe [redacted]

Thank you for your email of 29 July 2026 to the Department of Corrections – Ara Poutama Aotearoa, requesting information about personal grievances. Your request has been considered under the Official Information Act 1982 (OIA).

Corrections is one of the largest government departments in New Zealand. At any one time, we employ approximately 11,000 staff. The overwhelming majority of our people act with integrity, honesty and professionalism in what is often a high pressure and challenging environment.

We expect the utmost professionalism from our employees. All employees are held to a high standard of integrity and professionalism and must act as role models for the people and communities we work with. All staff are expected to meet the expectations set out in the Corrections' Code of Conduct, which is available here: https://www.corrections.govt.nz/about_us/who_we_are/our_privacy_commitment/our_code_of_conduct

You requested:

- *The number of personal grievances taken against your organisation over the past 10 years, listed by year.*
- *The total amount paid by your organisation in relation to personal grievance settlements in each of the past 10 years, listed by year.*

Corrections routinely reports on personal grievances to the Justice Select Committee as part of the Estimates Examination and Annual Review process. Information relating to Personal Grievances for the period of 2015/16 to 2018/19 can be found on page 129 here and for the period of 2019/20-2023/24 can be found on page 89 here.

Where grievances span financial years, they have been included in the count for the initial year only, but the settled matters have been allocated to the year in which they were settled. This can make it difficult to make comparisons between years.

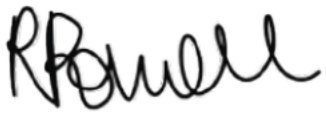
The following table sets out the number of grievances lodged and settled, and the associated cost for the two previous financial years.

Financial Year	Grievances Lodged	Grievances Settled	Cost of Settlements
2024/25	43	21	$206,563
2025/26	80	23	$299,676.93

Please note that this response may be published on Corrections' website. Typically, responses are published quarterly or as otherwise determined. Your personal information including name and contact details will be removed for publication.

If you have any concerns with this response, we encourage you to raise them with Corrections. Alternatively, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602 or by post to the Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi



Rebecca Powell
Deputy Chief Executive
People and Capability