


07 August 2024

C184911



Tēnā koe 

Thank you for your email of 23 July 2024 to the Department of Corrections – Ara Poutama Aotearoa, requesting the following information:

For the period 1 January 2019 - 22 July 2024, please provide copies of all complaints received from inmates regarding accessibility/inaccessibility issues (as in accessibility/access issues faced by disabled prisoners) at Corrections facilities across New Zealand.

For the same period, please include any complaints about accessibility issues received from visitors (including disabled visitors) to the prison (such as those visiting inmates).

For each complaint, please include:

- *The date of the complaint*
- *The facility*
- *The actual complaint*
- *What action was taken to address the complaint.*

Your request has been considered under the Official Information Act 1982 (OIA).

Corrections publishes statistics relating to complaints from people on sentences and orders and from members of the public on our website [here](#).

However, we don't have any complaint categories that would specifically capture complaints about accessibility issues. While complaints of this type may exist, they are likely captured across a number of different complaint categories and would require an extensive manual review to find. Therefore, your request is refused in full under section 18(f) of the OIA, as the information cannot be made available without substantial collation or research.

In accordance with section 18A and 18B of the OIA, we have considered whether fixing a charge, extending the time limit or asking you to refine or amend your request would enable us to provide a response. However, given the scale of the request, we do not consider this would be an appropriate use of our publicly funded resources.

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.

I hope this information is helpful. I encourage you to raise any concerns about this response with Corrections. Alternatively, you are advised of your right to raise any concerns with the Office of the Ombudsman. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Brydie Raethel', written over a horizontal line.

Brydie Raethel
Manager Ministerial Services
People and Capability