



27 NOV 2015

Thank you for your email of 8 September 2015 concerning contemporary claims. Your email was referred to the Chief Executive, who has asked me to respond on his behalf. I apologise for the delay in responding to you.

If anyone has a complaint against the Ministry, including those relating to Child, Youth and Family and its predecessors, they are encouraged to contact the Ministry, which is what the information online supports. The Ministry does receive claims relating to Child, Youth and Family for the period 1993 onwards, this is not a recent change.

The information online relating to making a complaint regarding Child, Youth and Family has been developed to provide people with avenues for making a complaint. The Ministry will then assist according to the type of investigation that is appropriate to the individual situation.

There is information specific to the Historic Claims process, which was originally established specifically to manage a distinct category of claims relating to the period up to the end of 1992, with some exceptions. Due to the increasing volume of claims, since 2013 those that relate to the period 1993 to 2007 are being managed by a separate team using the same process.

You might be interested to know that the Ministry is currently working on updating the information on its website www.msd.govt.nz.

Thank you for writing.

Yours sincerely

Rachel Sutherland
General Manager
Ministerial and Executive Services