

2 September 2022

9(2)(a)



RE Official information request WCD 9730 HNZ3182

I refer to your email dated 19 August 2022, requesting the following information under the Official Information Act from Te Tai o Poutini West Coast. This was clarified in a phone call with Mardi Postill on 24 August 2022 clarifying *details relating to resident safety*. Specifically:

- **Any correspondence with, or about, Granger House from the past six months, relating to resident safety**

Te Whatu Ora | Waitaha Canterbury has had only one complaint that we have managed in the last six months. We are declining to provide further details pursuant to section 9(2)(a) of the Official Information Act to protect individual privacy.

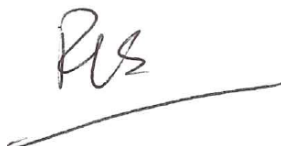
- **Also any external monitoring reports, visits, audits etc**

Audits are viewable on the Ministry of Health website [Granger House Lifecare | Ministry of Health NZ](#).

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Te Tai o Poutini West Coast website after your receipt of this response.

Ngā mihi / Yours sincerely,



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TeWhatuOra.govt.nz

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Te Kāwanatanga o Aotearoa
New Zealand Government