



Te Kawa Mataaho

Public Service Commission

28 October 2021

9(2)(a) privacy

Dear 9(2)(a) privacy

Official Information Request

Our Ref: 2021/0146

I refer to your official information request received on 12 October 2021 where you have asked:

1. *What is the Service Level Agreement the Public Service Commission has to respond to email enquiries to the email address commission@publicservice.govt.nz*
2. *Please advise the number of enquiries that have not been responded to within the number of days of the service level agreement for the years ended 30 June 2020 and 30 June 2021*
3. *Please advise the Service Level Agreement that messages left on the Public Service Commission telephone number 04 4956600 should be responded to.*
4. *Please advise the number of messages left that have not been responded to within the Service Level Agreement time frame.”*

Our Response

Te Kawa Mataaho Public Service Commission (the Commission) does not have a Service Level Agreement that outlines timeframes for correspondence that is received via the commission@publicservice.govt.nz to have received a response or a Service Level Agreement in relation to messages left on the Commission telephone number, to have received a response.

We are therefore refusing your request in full under section 18(e) of the OIA on the ground the information requested does not exist.

The email address commission@publicservice.govt.nz is the email address where all correspondence which includes complaints, Official Information Act requests, Privacy Act requests (for example) are received by the Commission.

All correspondence received via this email address is responded to within the legislated timeframes where applicable. For correspondence that doesn't have legislated timeframes for which a reply must be sent, it is responded to as soon as possible (usually within 10 working days) unless further information needs to be sought from other agencies in order to respond or the matters raised are considered closed by the Commission and the writer has been advised no further response will be provided.

If you wish to discuss this decision with us, please feel free to contact Ministerial.Services@publicservice.govt.nz.

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

Please note that we intend to publish this letter (with your personal details removed) on the Commission's website.

Yours sincerely



Nicky Dirks
Manager – Ministerial and Executive Services
Te Kawa Mataaho Public Service Commission