



13 November 2020

[Redacted]

Reference: OIA-2020/21-0194

Dear [Redacted]

**Official Information Act request relating to Ombudsman recommendations regarding Stamford Plaza Hotel**

Thank you for your request made under the Official Information Act 1982 (the Act), received as a transfer by the Department of the Prime Minister and Cabinet (DPMC) on 29 October 2020. You requested:

*"...a copy of the report from the All of Government Response Group (AoGRG) to the Ombudsman. This report was due October 27th so I'm sure this can be provided promptly."*

I note that correspondence with the Office of the Ombudsman on this matter is not deemed to be official information as defined under section 2 of the Act. However, I have decided to release the **attached** item from DPMC to the Chief Ombudsman to you. I believe this letter to the Chief Ombudsman is the only document relevant to your request.

For completeness, you have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response will be published on the DPMC's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Yours sincerely

[Redacted]  
Cheryl Barnes  
Deputy Chief Executive, COVID-19 Response

Enc: Copy of letter (23 October 2020) to Chief Ombudsman



Peter Boshier  
Chief Ombudsman  
Wellington

23 October 2020

Dear Peter,

I am writing on behalf of the Department of the Prime Minister and Cabinet (DPMC) to outline the actions we have completed with regard to your recommendations stemming from your investigation of complaints relating to the Stamford Plaza.

I can confirm that on behalf of DPMC I wrote to each of the three complainants apologising to them, acknowledging that the residents had not been adequately consulted; and that the Health and Safety Plan had not been shared in a timely manner. I also provided a contact for them to go to from this point onwards as you recommended. A copy of these letters are attached for your record.

With regard to the outstanding issue of safety documentation being provided to the residents, the letter confirms to the residents that the Ministry of Business Innovation and Employment (MBIE) as the appropriate responsible agency has undertaken to expeditiously consider this matter in accordance with the provisions of the OIA. MBIE will be contacting the residents directly on this matter.

Finally, I would like to assure you – as indeed I assured the residents themselves - that the lessons from this matter have been applied, especially as they relate to better sharing and communicating information with any permanent residents when setting up a Managed Isolation Facility within a hotel setting.

Yours Sincerely



John Ombler  
Deputy Chief Executive  
COVID-19 All-of-Government Response Group