



31 January 2025



Dear 

### **Request for Information – complaint raised about your dog**

I refer to your official information request dated 9 January 2025 for information about a complaint raised about your dog, including photographs provided of your dog and details of the complainant.

After careful consideration of the request, and the information being requested, we have decided to refuse both parts of your request under section 6(d) of the Local Government Official Information and Meetings Act 1987. Section 5 of that Act sets out the principle of availability of official information, in that official information is to be made available unless there is good reason for withholding it as detailed in the Act. However Section 6 (d) of the Act sets out that good reason for withholding official information exists, for the purpose of section 5, if the making available of that information would be likely to endanger the safety of any person.

For this reason, when dealing with complaints, the identity of complainants is treated as protected information that will not be released by the Council. In reviewing the photographs provided by the complainant, we believe that the identity of the complainant could be derived by viewing those photographs.

We are also obligated to uphold the requirements set out in the Privacy Act 2020. The purpose of this Act includes protecting an individual's privacy by providing a framework for protecting privacy of their personal information. The definition of personal information includes information about an identifiable individual, for example their name and contact details.

In deciding to withhold this information, we have considered the public interest aspect of making this information available, however believe that is outweighed by the duty to protect the right to privacy and safety of any individuals involved.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

Allie Dunn  
**Manager – Democracy Services**