

20 August 2024

[REDACTED]
RV Residents Association
Private Bag 4707
Christchurch 8140

By email to: [REDACTED]

Dear [REDACTED]

Official Information request and response

Thank you for your request under the Official Information Act ("OIA") dated 13th August 2024.

You have requested:

1. The **number** of formal complaints reported in the each of the last three 6-monthly reporting cycles by:

- a) *Summerset in Wigram, Christchurch*
- b) *Kevin Hickman Retirement Village, Christchurch*
- c) *Silverstream Retirement Village (Greers Rd, Christchurch)*
- d) *The Boulevard Lifestyle village, Rolleston*

We decline to release this information under s9(2)(ba)(i) of the OIA as it would be likely to prejudice the supply of this information and s9(2)(b)(ii) as it would be likely to unreasonably prejudice the commercial position of the organisation. We use the information you have requested to compile and publish an aggregated report. This information is available from 1 March 2017 – 31 March 2024 (which is the latest data we have available): [Monitoring and reports | Retirement Commission Te Ara Ahunga Ora](#)

You have the right to refer this response to the Ombudsman if you are dissatisfied with it. More information on how to do this is [here](#). Te Ara Ahunga Ora proactively releases information in accordance with the Government's commitment to the Open Government Partnership National Action Plan. This includes publishing responses to requests for information under the OIA. Please note that this response (with your name removed) will be published on the Te Ara Ahunga Ora website shortly and will remain on our website for 12 months.

Thank you for your interest in our work.

Yours sincerely



Jane Wrightson
RETIREMENT COMMISSIONER / MANA AHUNGARUA