

24 April 2025

By email to: [REDACTED]

Dear [REDACTED]

## OFFICIAL INFORMATION ACT REQUEST 2025/12

On the evening of Thursday 27 February, you made a request under the Official Information Act 1982 (the OIA) for the following information:

- 1. The total number of mediations since August 2022*
- 2. The total number of mediations not settled since August 2022*
- 3. The total number of personal grievances raised since August 2022*
- 4. The number of personal grievances escalated to the ERA since August 2022*
- 5. How many cases, including but not limited to personal grievances, were found against the agency since August 2022*
- 6. Since August 2022, how much in total was paid to settle any cases– including but not limited to those that reached the ERA*
- 7. Since August 2022, how much money was paid to external legal consultants to defend cases in the ERA or defend responses to cases that might not have reached the ERA?*

Responses to each of your questions are listed below:

- 1. The total number of mediations since August 2022*

From August 2022 to 2023 there were no mediations. There was one mediation in both 2024 and 2025.

- 2. The total number of mediations not settled since August 2022*

No mediations have not been settled since August 2022.

- 3. The total number of personal grievances raised since August 2022*

As at the date of your request, there were nine personal grievances raised from six people since August 2022.

- 4. The number of personal grievances escalated to the ERA since August 2022*

Two personal grievances have been escalated to the ERA since August 2022.

- 5. How many cases, including but not limited to personal grievances, were found against the agency since August 2022*

Two cases were found against the Electoral Commission since August 2022.

6. *Since August 2022, how much in total was paid to settle any cases– including but not limited to those that reached the ERA*

\$16,000 total has been paid to settle cases since August 2022.

7. *Since August 2022, how much money was paid to external legal consultants to defend cases in the ERA or defend responses to cases that might not have reached the ERA?*

\$33,417.

In the interests of transparency, we release responses to Official Information Act requests every 3 months. We will publish this response with your personal details redacted.

You have the right under section 28(3) of the Act to make a complaint to the Ombudsman if you are not satisfied with the response to your request. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Yours sincerely



Lucy Hickman  
Deputy Chief Executive, Enterprise Services