

Charlie Mitchell
Reporter
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Dear Charlie

Request made under the Official Information Act 1982

Thank you for your email of 27 February 2015 to Andy Knackstedt requesting information about physical and verbal abuse toward testing officers. The responses are provided under your questions.

1. *'The number of complaints made to NZTA and/or NZDL regarding verbal threats and physical attacks made against testing officers during both restricted and full licence tests from January 1 2013 to the soonest available records'.*

As at 9 March 2015 there were 45 complaints made to NZDL.

2. *'A regional breakdown of where these complaints were made'.*

Region	2013	2014	2015 *
Auckland/Northland	12	13	1
Waikato/Central North Island		3	
Hawkes Bay		1	
Canterbury		8	
Rest of South Island	3	2	1
Not detailed		1	
TOTAL	15	28	2

* as at 9 March 2015

3. *'Any information available on the nature of those complaints e.g. copies of the incident reports'.*

Please refer to the three attachments included with this response.

In order to protect the privacy of the testing officers and applicants, their names and personal details have been withheld under section 9(2)(a) of the Official Information Act 1982.

4. *'Any reports/documentation relating to safety of testing officers in regards to abuse'*.

We are unable to supply information for question four as this is a human resources matter that the Transport Agency has no involvement with. The information you seek is likely held by NZDL in its private capacity and I suggest you forward this question to them. However, please be aware that NZDL is not subject to the Official Information Act.

Please note that there are no specific obligations in the contract regarding the safety of testing officers. There is a standard expectation that NZDL will comply with all obligations relating to the Health and Safety of its employees as stipulated in employment legislation.

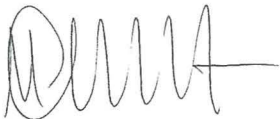
With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

Under section 28(3) of the Official Information Act 1982, you have the right to apply to an Ombudsman for an investigation and review of the decision to withhold information in the answers to question one and two. The address is:

Office of the Ombudsmen
PO Box 10152
Wellington

Please note that this response will be published on the Transport Agency website within 48 hours of you receiving it. If this conflicts with a dead line and/or if you would like to discuss this reply with the Transport Agency, please contact Andrew Knackstedt, National Media Manager, by email to Andrew.Knackstedt@nzta.govt.nz or by phone on 04 894 6285.

Yours sincerely



Michelle Charlton
Manager, Customer Information
For Chief Executive