

Sent: Tuesday, 22 November 2016 11:03 a.m.

Subject: TRIM: Request for information

I refer to your email of 8 November requesting information on the NRB survey commissioned by Rotorua Lakes Council. Please see the responses below:

1. When did you receive the latest annual customer satisfaction survey compiled by the NRB? [The final report was received on 17 August](#)
2. When was a copy given to the Mayor and Councillors? [The results were reported verbally to a council meeting on 26 October. The Mayor and Councillors do not receive a copy, however copies are available if requested.](#)
3. When was it released to the public? [A news item was published on the council website on the same day as the council meeting \(26 October\) which referred to the survey and included a link to the summary of the survey results](#)
4. When were the 2016 local body elections? [8 October](#)
5. When was the report released to Council staff? [The final report was sent to RLC managers on 18 August pending release of the Annual Report](#)

We are obliged to advise that you may contact the Ombudsman at the address below if you have any concerns with the response provided by Council, by writing to:

The Office of the Ombudsman
PO Box 10 152
WELLINGTON 6143

Alternatively, you may email info@ombudsman.parliament.nz or use the online complaints form available at www.ombudsman.parliament.nz/make-a-complaint.

Regards

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