

4 February 2026

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your email, received on 18 January 2026, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on complaints received concerning alleged malpractice, neglect, misconduct, or professional incompetence by social workers and supervisory staff. Your request has been considered under the Official Information Act 1982 (the Act).

You have requested:

I request the following information in relation to complaints or reports received by Oranga Tamariki during the 2025 calendar year concerning alleged malpractice, neglect, misconduct, or professional incompetence by social workers and supervisory staff.

Please find attached as Appendix One a spreadsheet containing the requested data. Please note that the data cannot be cross-tabulated using all of the breakdowns you have asked, as this would be both very complicated to collate in a functional format and would likely result in most data needing to be suppressed for privacy reasons. As such, I have included notes below explaining how each breakdown you have requested was implemented in the dataset.

1. *Timeframe and Breakdown*

- *Please provide the information for the period 1 January 2025 to 31 December 2025, broken down by quarter:*
 - *Q1: 1 January – 31 March 2025*
 - *Q2: 1 April – 30 June 2025*
 - *Q3: 1 July – 30 September 2025*
 - *Q4: 1 October – 31 December 2025*

Please see the sheet in Appendix One titled *National* for a nationwide view of the feedback and complaints by quarter.

Data has been provided on a quarterly basis for the national dataset but can only be provided on an annual level for the region-specific data provided in the other sheets. This is due to the low number of individual complaints when broken down by the

different categories requested at the regional level – if provided by quarter, much of this data would need to be suppressed for privacy reasons.

This dataset does not include some types of complaints that are outside the scope of the process of the Feedback and Complaints team to review, such as grievances and complaints raised by internal Oranga Tamariki staff.

2. *Staff Role Classification*

- *Please present the data separately for:*
 - *Frontline social workers*
 - *Supervisors / team leaders / site managers*
- *If complaints involve both a social worker and a supervisor, please indicate this clearly.*

Oranga Tamariki does not record the individual that the feedback or complaint is about in a structure that can be provided as aggregated data, but instead records the issues raised in the feedback and/or complaint. To provide this information would require a substantial manual review of all complaint records. As such, this part of your request is refused under section 18(f) of the Act, on the grounds that the information requested cannot be made available without substantial collation or research.

3. *Geographic Scope*

- *Please provide figures at the following levels:*
 - *National level (aggregated totals)*
 - *Region, broken down by individual sites/offices*
- *If site names or boundaries differ internally, please use Oranga Tamariki's official operational site definitions.*

Please see Appendix One for sheets providing the requested information for each region, including a breakdown by site. Any region or groups with fewer than five related complaints opened within a quarter have been grouped into the "Other" category.

The data has been broken down for the following 11 regions or groups:

1. Te Tai Tokerau
2. Auckland North West and Central
3. Auckland South
4. Waikato and Bay of Plenty
5. East Coast
6. Taranaki and Manawatu
7. Wellington and Upper South
8. Canterbury and Lower South
9. Youth Justice and Residential
10. Operations Delivery and Enablement
11. Other

As noted previously, the number of complaints for individual sites or teams within a region has been aggregated into annual data due to the low numbers of complaints many sites receive per quarter. Within a region, any sites/team that have received fewer than five complaints in 2025 have been grouped into "Other".

4. *Nature of Complaint or Report*

- *Where possible, please categorise each complaint or report under one or more of the following headings:*
 - *Malpractice (including breaches of professional standards or policies)*
 - *Neglect or failure to act*
 - *Professional incompetence*
 - *Ethical misconduct*
 - *Procedural or decision-making failures*
 - *Other (please specify)*

While complaints are categorised, they are not categorised using the labels requested. As such, the high-level categories used by our Feedback and Complaints team have been provided.

Complaints can have one or more categories depending on the number of issues raised. As such, the data provided represents the proportion of issues across all complaints that relate to each category. As previously noted, the data for region or group has been aggregated to annual data due to the low number of complaints received per quarter for most categories.

5. *Complainant / Reporter Type*

- *Please separate the data according to the source of the complaint or report, including (but not limited to):*
 - *Whānau / caregivers*
 - *Tamariki*
 - *Rangatahi*
 - *Iwi or Māori organisations*
 - *Police*
 - *Judiciary (Judges, Courts)*
 - *Te Whatu Ora / Health NZ*
 - *General Practitioners or GP clinics*
 - *Schools or educational institutions*
 - *Community service providers or NGOs*
 - *Internal Oranga Tamariki staff (e.g. whistleblowing or internal reporting)*
 - *Other government agencies*

While the identity of the person making the complaint is recorded, they are not categorised by the list of labels requested. As such, as with the previous part of your request, the high-level groups used for reporting by our Feedback and Complaints team have been provided.

As previously noted, the data for region or group has been aggregated to annual data only due to the low number of complaints received per quarter for many groups. In a region where fewer than five complaints were received from a type of complainant, these categories have been grouped into “Other” for that region.

6. *Complaint Handling and Outcomes (If Available)*

- *For each category above, please also provide (where held):*
 - *Number of complaints accepted for assessment*

The number of complaints accepted for assessment is outlined in the information provided in Appendix One.

- *Number dismissed or not upheld*

Complaints that were not found or had no findings have been broken down by region and site, category of the person making the complaint, and the nature of the issues raised in the complaint.

Please note that these figures include complaints where an outcome has not yet been determined.

- *Number substantiated or upheld*

Complaints with one or more findings have been broken down by region and site, category of the person making the complaint, and nature of the issues raised in the complaint.

- *Number referred to internal review, performance management, or disciplinary action*

This information is not available for the attached complaint data. As such, this part of your request is refused under section 18(g)(i) of the Act, on the grounds that the information is not held by Oranga Tamariki and we have no reason to believe it is held by another department.

- *Number referred to external oversight bodies (e.g. Professional bodies, Ombudsman, Privacy Commissioner)*

This information is not available for the attached complaint data. As such, this part of your request is refused under section 18(g)(i) of the Act, on the grounds that the information is not held by Oranga Tamariki and we have no reason to believe it is held by another department.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I trust you find this information useful. Should you have any concerns with this response, I would encourage you to raise them with Oranga Tamariki. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, consisting of several overlapping loops and a trailing line.

Julie Miller
General Manager
External Monitoring and Reviews

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Complaints opened from 1 January 2025 to 31 December 2025															
Region/Group	Q1	Found/Partially Found	Not Found or No Findings	Q2	Found/Partially Found	Not Found or No Findings	Q3	Found/Partially Found	Not Found or No Findings	Q4	Found/Partially Found	Not Found or No Findings	Annual	Found/Partially Found	Not Found or No Findings
Te Tai Tokerau	12	6	6	12	7	5	25	8	17	24	6	18	73	27	46
Auckland North West and Central	34	8	26	46	12	34	43	11	32	56	9	47	179	40	139
Auckland South	26	9	17	32	12	20	32	11	21	33	6	27	123	38	85
Waikato and Bay of Plenty	58	22	36	59	26	33	60	29	31	74	13	61	251	90	161
East Coast	23	11	12	20	10	10	21	11	10	19	2	17	83	34	49
Taranaki and Manwatu	36	14	22	35	9	26	31	7	24	33	5	28	135	35	100
Wellington and Upper South	33	10	23	28	13	15	34	9	25	44	7	37	139	39	100
Canterbury and Lower South	66	27	39	75	22	53	65	20	45	92	12	80	298	81	217
Youth Justice and Residential Services	14	6	8	13	10	3	17	6	11	16	1	15	60	23	37
Operations Delivery and Enablement	14	5	9	9	7	2	9	3	6	15	4	11	47	19	28
Other	27	19	8	19	9	10	15	2	13	7	0	7	68	30	38
Total	343	137	206	348	137	211	352	117	235	413	65	348	1456	456	1000

Who lodges complaints and findings															
Category	Q1	Found/Partially Found	Not Found or No Findings	Q2	Found/Partially Found	Not Found or No Findings	Q3	Found/Partially Found	Not Found or No Findings	Q4	Found/Partially Found	Not Found or No Findings	Annual	Found/Partially Found	Not Found or No Findings
Parent	193	54	139	198	78	120	196	66	130	233	36	197	820	234	586
Other family/whānau	67	34	33	77	24	53	79	22	57	87	16	71	310	96	214
Other	26	10	16	24	12	12	29	8	21	35	5	30	114	35	79
Professional	29	24	5	18	8	10	15	8	7	19	3	16	81	43	38
Non-Whānau Caregiver	9	6	3	13	8	5	17	7	10	12	2	10	51	23	28
Whānau Caregiver	11	7	4	12	6	6	10	3	7	16	3	13	49	19	30
CiC/CYP involved with OT	8	2	6	6	1	5	6	3	3	11	0	11	31	6	25

Types of issues raised in complaints from 1 January 2025 to 31 December 2025															
Category	Q1	Found/Partially Found	Not Found or No Findings	Q2	Found/Partially Found	Not Found or No Findings	Q3	Found/Partially Found	Not Found or No Findings	Q4	Found/Partially Found	Not Found or No Findings	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	40.06%	31.00%	44.39%	40.30%	35.14%	42.62%	48.50%	44.30%	50.00%	48.86%	35.05%	50.79%	44.73%	36.09%	47.54%
Communication	27.63%	32.00%	25.54%	27.09%	36.22%	23.00%	23.09%	33.54%	19.37%	23.29%	38.14%	21.21%	25.14%	34.53%	22.09%
Privacy	9.37%	17.00%	5.73%	8.19%	6.49%	8.96%	5.98%	4.43%	6.53%	7.09%	5.15%	7.36%	7.63%	9.06%	7.16%
Access	5.65%	3.50%	6.68%	4.35%	5.41%	3.87%	4.49%	3.80%	4.73%	4.18%	5.15%	4.04%	4.64%	4.38%	4.72%
Care	3.55%	2.00%	4.30%	5.02%	2.16%	6.30%	4.98%	3.80%	5.41%	3.92%	1.03%	4.33%	4.33%	2.34%	4.98%
ROC	4.20%	4.00%	4.30%	4.01%	3.78%	4.12%	3.82%	2.53%	4.28%	2.53%	3.09%	2.45%	3.56%	3.44%	3.61%
FGC	3.39%	3.00%	3.58%	3.34%	4.32%	2.91%	3.16%	3.16%	3.15%	3.67%	4.12%	3.61%	3.41%	3.59%	3.35%
Policy/Protocol	2.26%	3.00%	1.91%	4.35%	4.32%	4.36%	2.49%	2.53%	2.48%	3.42%	5.15%	3.17%	3.14%	3.59%	3.00%
Coming into Care	2.10%	1.50%	2.39%	1.84%	1.08%	2.18%	1.66%	0.63%	2.03%	1.65%	2.06%	1.59%	1.80%	1.25%	1.98%
Other	1.79%	3.00%	1.18%	1.51%	1.08%	1.68%	1.83%	1.26%	2.02%	1.39%	1.06%	1.45%	1.62%	1.73%	1.57%

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Te Tai Tokerau

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	40	17	23
Other family/whānau	19	7	12
Non-Whānau Caregiver	5	2	3
Professional	5	0	5
Other	4	1	3

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Teaotahi-Whangarei South	26	13	13
Tautahere-Whangarei North	17	4	13
Kaikohe	15	4	11
Te Kaipara	9	2	7
Kaitiaia	6	4	2

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	39.74%	38.00%	40.57%
Communication	27.56%	34.00%	24.53%
Privacy	5.77%	2.00%	7.55%
Access	3.85%	6.00%	2.83%
Care	4.49%	2.00%	5.66%
ROC	3.21%	0.00%	4.72%
FGC	5.77%	6.00%	5.66%
Policy/Protocol	2.56%	6.00%	0.94%
Coming into Care	5.13%	4.00%	5.66%
Other	1.92%	2.00%	1.88%

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Auckland North West and Central

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	114	23	91
Other family/whānau	42	11	31
Professional	5	1	4
Whānau Caregiver	5	2	3
Other	13	3	10

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Whenuapai/Westgate	31	14	17
Grey Lynn	30	5	25
Takapuna	29	2	27
Waitakere	29	5	24
Orewa	17	3	14
Panmure	16	8	8
Auckland s132 Report Writing Team	12	2	10
Onehunga	8	1	7
Specialised Teams Tamaki Makaurau	7	0	7

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	47.06%	35.56%	51.50%
Communication	24.15%	32.22%	21.03%
Privacy	6.19%	3.33%	7.30%
Access	3.41%	5.56%	2.58%
Care	3.72%	3.33%	3.86%
ROC	3.41%	3.33%	3.43%
FGC	4.64%	7.78%	3.43%
Policy/Protocol	2.17%	2.22%	2.15%
Coming into Care	2.79%	2.22%	3.00%
Other	2.46%	4.45%	1.72%

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Auckland South

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	65	18	47
Other family/whānau	31	10	21
Professional	8	4	4
Whānau Caregiver	8	2	6
Other	11	4	7

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Pukekohe	26	13	13
Papakura	24	7	17
Manurewa	21	7	14
Homai	18	6	12
Otara	15	3	12
Mangere	9	1	8
Otahuhu	9	1	8
Other	1	0	1

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	52.15%	48.05%	54.55%
Communication	24.40%	29.87%	21.21%
Privacy	11.00%	7.79%	12.88%
Access	1.91%	3.90%	0.76%
Care	0.96%	1.30%	0.76%
ROC	1.44%	2.60%	0.76%
FGC	1.44%	0.00%	2.27%
Policy/Protocol	3.83%	5.19%	3.03%
Coming into Care	0.96%	0.00%	1.52%
Other	1.91%	1.30%	2.26%

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Waikato and Bay of Plenty

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	146	45	101
Other family/whānau	56	21	35
Non-Whānau Caregiver	13	6	7
Professional	7	5	2
Whānau Caregiver	7	4	3
CiC/CYP involved with OT	6	3	3
Other	16	6	10

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Hamilton South	37	15	22
Taupo/Taumarunui	32	13	19
Waikato Rural North	30	7	23
Nga Parirau-Tauranga Eas	28	11	17
Rotorua	23	6	17
Hamilton North	19	8	11
Hauraki	17	10	7
Te Ahuru Mowai-Tauranga	17	7	10
Tokoroa	16	5	11
Whakatane	16	4	12
Waikato Rural South	15	3	12
Other	1	1	0

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	44.44%	45.00%	44.06%
Communication	24.49%	28.00%	22.03%
Privacy	7.00%	6.00%	7.69%
Access	6.79%	5.50%	7.69%
Care	5.76%	3.50%	7.34%
ROC	3.70%	3.50%	3.85%
FGC	3.70%	3.50%	3.85%
Policy/Protocol	2.67%	4.00%	1.75%
Coming into Care	1.03%	1.00%	1.05%
Other	0.42%	0.00%	0.69%

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East Coast

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	43	22	21
Other family/whānau	25	7	18
Professional	6	1	5
Other	9	4	5

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Napier	36	20	16
Hastings	17	6	11
Wairarapa	15	4	11
Gisborne/Wairoa	9	2	7
Tararua/Central Hawkes Bay	5	2	3
Other	1	0	1

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	52.14%	44.29%	60.00%
Communication	25.00%	32.86%	17.14%
Privacy	1.43%	1.43%	1.43%
Access	5.00%	1.43%	8.57%
Care	3.57%	1.43%	5.71%
ROC	5.00%	5.71%	4.29%
FGC	2.14%	1.43%	2.86%
Policy/Protocol	4.29%	8.57%	0.00%
Coming into Care	0.71%	1.43%	0.00%
Other	0.72%	1.42%	0.00%

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Taranaki and Manawatu

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	76	20	56
Other family/whānau	19	5	14
Non-Whānau Caregiver	9	3	6
CiC/CYP involved with OT	7	1	6
Whānau Caregiver	7	3	4
Professional	5	1	4
Other	12	2	10

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Whanganui	41	8	33
Manawatu	39	14	25
New Plymouth/Hawera	35	6	29
Horowhenua	19	7	12
Other	1	0	1

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	45.92%	52.17%	43.29%
Communication	23.61%	23.19%	23.78%
Privacy	3.43%	2.90%	3.66%
Access	6.44%	5.80%	6.71%
Care	7.30%	4.35%	8.54%
ROC	2.15%	0.00%	3.05%
FGC	5.58%	5.80%	5.49%
Policy/Protocol	3.43%	4.35%	3.05%
Coming into Care	0.43%	0.00%	0.61%
Other	1.71%	1.44%	1.82%

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Wellington and Upper South

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	82	22	60
Other family/whānau	38	14	24
Other	19	3	16

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Nelson	33	8	25
Lower Hutt	28	11	17
Blenheim	23	10	13
Porirua	19	3	16
Wellington	19	5	14
Upper Hutt	8	2	6
Kapiti	6	0	6
Other	3	0	3

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	44.44%	40.00%	46.86%
Communication	24.81%	31.58%	21.14%
Privacy	5.19%	7.36%	4.00%
Access	6.30%	4.21%	7.43%
Care	4.81%	3.16%	5.71%
ROC	3.33%	3.16%	3.43%
FGC	3.33%	3.16%	3.43%
Policy/Protocol	4.07%	3.16%	4.57%
Coming into Care	2.59%	4.21%	1.71%
Other	1.13%	0.00%	1.72%

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Canterbury and Lower South

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	173	42	131
Other family/whānau	69	17	52
Non-Whānau Caregiver	15	10	5
Professional	13	3	10
Whānau Caregiver	11	4	7
Other	17	5	12

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Papanui	46	20	26
Otago Urban (Dunedin)	42	13	29
Christchurch East	37	14	23
Christchurch West	29	7	22
Rangiora	28	2	26
Invercargill	24	2	22
Sydenham	20	2	18
Ashburton	17	4	13
West Coast	17	4	13
Oamaru	11	5	6
Balclutha/Gore	9	3	6
Alexandra	8	3	5
Timaru	8	1	7
Other	2	1	1

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	47.09%	37.82%	50.76%
Communication	27.27%	35.90%	23.86%
Privacy	6.36%	5.77%	6.60%
Access	4.73%	4.49%	4.82%
Care	3.45%	3.85%	3.30%
ROC	3.27%	3.85%	3.05%
FGC	2.36%	3.85%	1.78%
Policy/Protocol	2.36%	3.21%	2.03%
Coming into Care	2.00%	0.63%	2.54%
Other	1.11%	0.63%	1.26%

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Youth Justice and Residential Services

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	33	14	19
Other family/whānau	6	2	4
Professional	5	4	1
Other	16	3	13

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Christchurch West YJ	6	2	4
Epuni	5	2	3
South Canterbury / Otago YJ	5	4	1
Other	44	15	29

**For clarification on a large 'Other' category, this group contains 22 site/teams.*

Types of issues raised and findings

Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	40.63%	34.15%	45.45%
Communication	25.00%	31.71%	20.00%
Privacy	7.29%	2.44%	10.91%
Access	2.08%	4.88%	0.00%
Care	4.17%	2.44%	5.45%
ROC	2.08%	4.88%	0.00%
FGC	6.25%	4.88%	7.27%
Policy/Protocol	6.25%	2.44%	9.09%
Other	6.25%	12.18%	1.83%

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Operations Delivery and Enablement

Who lodges complaints and findings

Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	27	7	20
Other	20	12	8

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Contact Centre	41	16	25
Intercountry and Domestic Adoption Services	5	3	2
Other	1	0	1

Types of issues raised and findings
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Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	24.14%	22.22%	25.81%
Communication	17.24%	14.81%	19.35%
Privacy	24.14%	33.33%	16.13%
ROC	25.86%	22.22%	29.03%
Policy/Protocol	3.45%	7.42%	0.00%
Other	5.17%	0.00%	9.68%

Other

Who lodges complaints and findings			
Category	# of complaints	Found/Partially Found	Not Found or No Findings
Parent	21	4	17
Professional	21	19	2
Other	26	7	19

Site/teams	# of complaints	Found/Partially Found	Not Found or No Findings
Customer Information Requests	32	23	9
Other	36	7	29

Types of issues raised and findings			
Category	Annual	Found/Partially Found	Not Found or No Findings
Fair treatment	18.18%	5.27%	28.00%
Communication	27.27%	23.68%	30.00%
Privacy	37.50%	57.89%	22.00%
Care	6.82%	2.63%	10.00%
Policy/Protocol	4.55%	2.63%	6.00%
Coming into Care	3.41%	5.27%	2.00%
Other	2.27%	2.63%	2.00%