

OIR: 2425/1276

18 March 2025

[REDACTED]  
[REDACTED]

Tēnā koe [REDACTED]

**Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)**

Thank you for your email of **18 February 2025** requesting the following information:

***As with most companies and organizations, communications policies are set in place to provide professional, responsible practice when receiving in-coming correspondence, and setting time efficient, fair and reasonable, response times.***

***The request I have today, is for supply of those policies as they are presently in place. We all like to work toward improved systems and policies and I imagine this is a focus, ever important for the service personnel.***

***Therefore, please provide in a timely manner, the Kapiti Coast operations policies for 'Reply time standards, and service practices', by whatever name, the council management, give them.***

Council operates under a number of pieces of legislation which provide timeframes for work to be completed or responses to be provided including:

- Building Consents – to be processed within 20 working days under the Building Act 2004.
- Resource Consents – to be processed within 20 working days under the Resource Management Act 1991.
- Official Information requests – Responses to be provided within 20 working days under the Local Government Official Information and Meetings Act 1987 or by valid extension under section 14 of the Act.
- Privacy requests - Responses to be provided within 20 working days under the Privacy Act 2020 or by valid extension under section 48 of the Act.

***Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.***

Complaints are managed under our [Customer Complaints. Compliments and Suggestions Policy](#). We aim to respond to complaints within 10 working days of receipt.

For general enquiries, response times will vary depending on the nature of the correspondence and the level of information sought or the type of query involved. My expectation is that simple requests should be responded to within a reasonable timeframe, usually within a few working days. For more complex issues, customers should receive an acknowledgement within a few working days, and a full response within a reasonable timeframe after that. We aim to keep customers informed of progress on responding to their correspondence.

Our [website](#) sets out the ways that customers can contact us.

Ngā mihi,

A handwritten signature in black ink, appearing to read 'Darren Edwards', with a stylized flourish at the end.

**Darren Edwards**  
Chief Executive  
Te Tumuaki