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Office of the Ombudsman

5th Floor, Southern Cross Building
High Street
Auckland

Ref: A/1477

13 October 1982

Mrs P C Mason
36 Carlton Gore Road
Grafton
AUCKLAND

Dear Mrs Mason,

I refer to your letter of 6 October 1982 enclosing a copy of a letter of complaint to the Superintendent of National Womens Hospital regarding your brief admission there on 19 September 1982.

You have asked for my comments on the matters raised in that letter. Unfortunately I am not in a position to form an opinion on these matters until such time as I accept for investigation a formal complaint which falls within my jurisdiction and have had an opportunity to investigate it. In the present instance you have quite properly lodged your complaint directly with the Superintendent of the National Womens Hospital, Mr Hutchinson, and I assume from your letter that you have not yet received a reply. You may wish to lodge a complaint with this office if you receive a reply in due course which you consider to be unsatisfactory. Alternatively, if no reply is received in due course you may wish to lodge a complaint on the grounds of unreasonable delay in replying to correspondence.

... I enclose for your information a copy of a booklet outlining the functions, powers and jurisdiction of the Ombudsmen under the Ombudsmen Act 1975.

Yours sincerely,

L J Castle
OMBUDSMAN

Enc.