



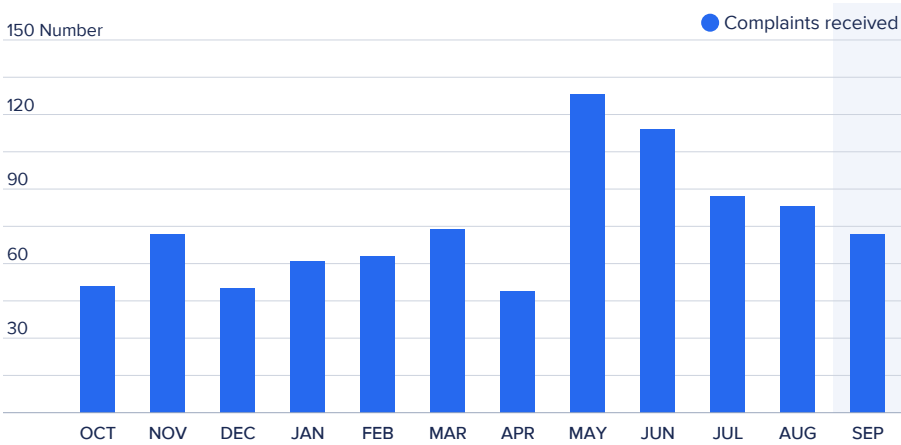
Privacy Commissioner
Te Mana Mātāpono Matatapu
New Zealand

Office of the Privacy Commissioner

Q1 TREND REPORT - September 2023

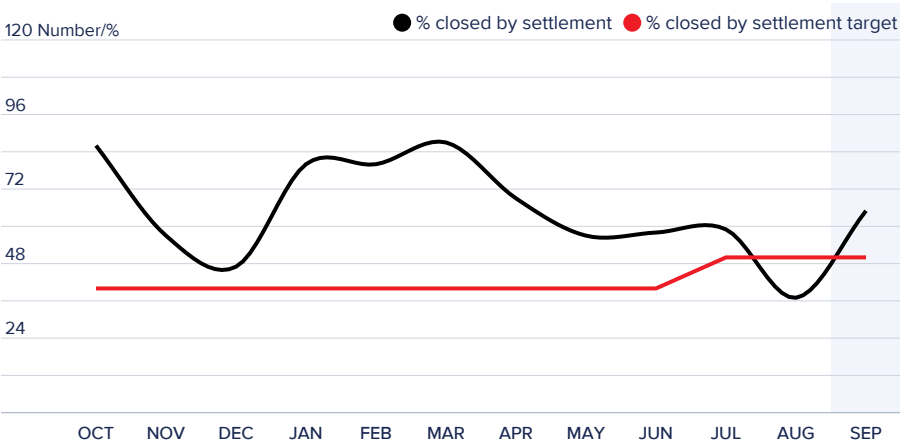
Prepared 20 October 2023

Complaints received



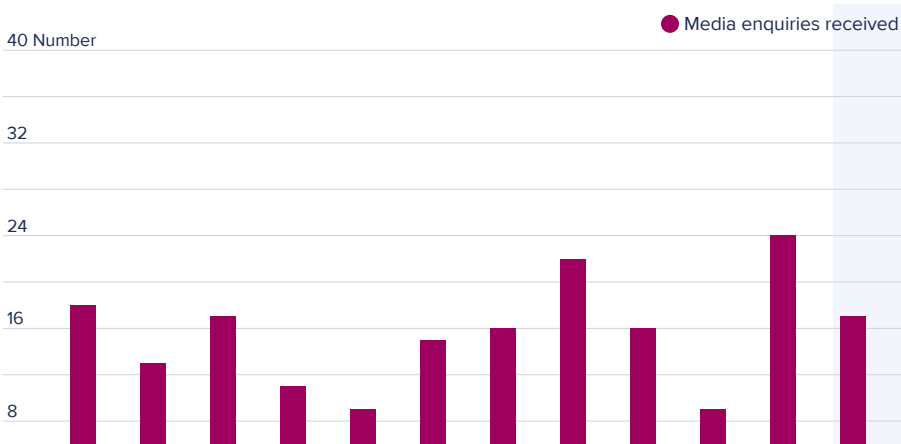
To show the trend in complaints received on a monthly basis across the year.

Closure by settlement for notified complaints (year to date)

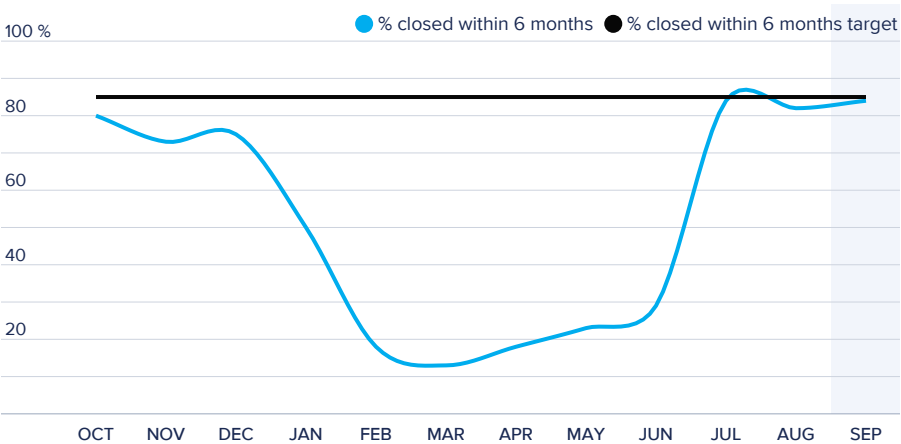


To show the % of notified complaints closed through settlement between the parties.

Media Enquiries received

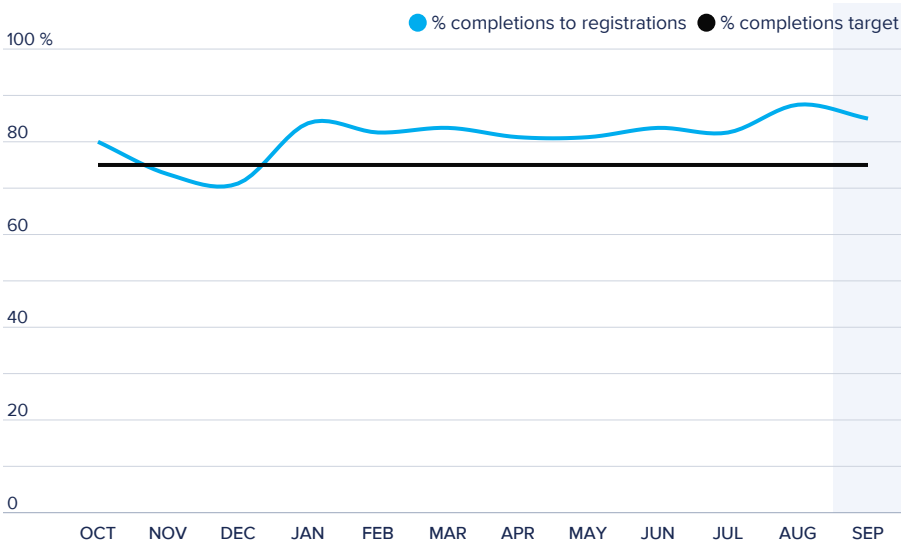


% of complaints closed less than 6 months old

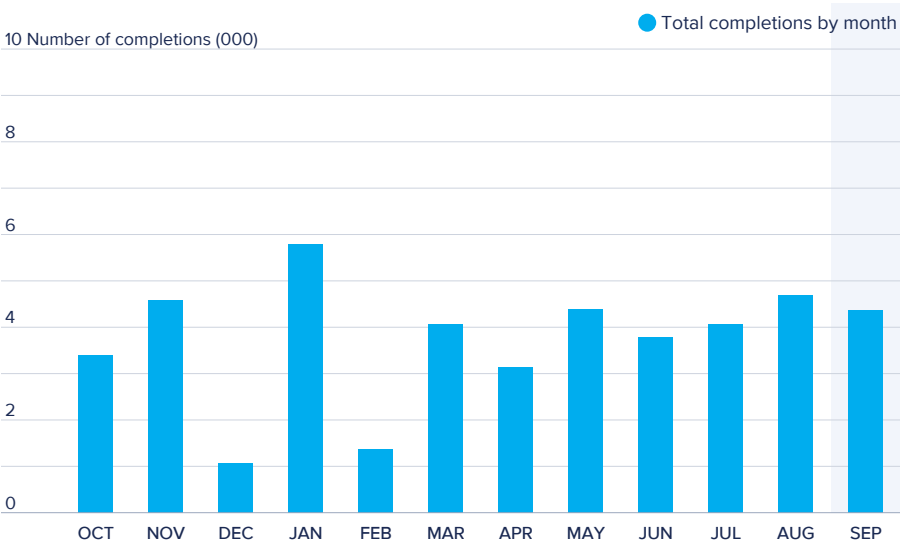


The apparent increase in the % is due to now including the fast resolve complaints whereas prior to July we had only included the complaint files.

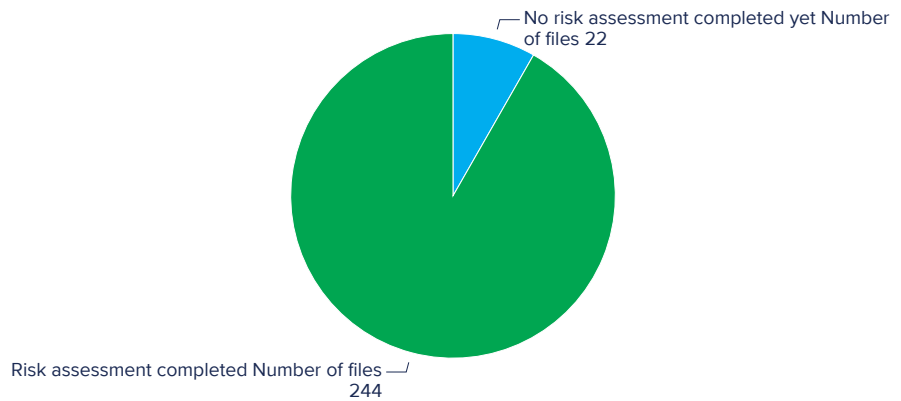
Completions as a % of registrations



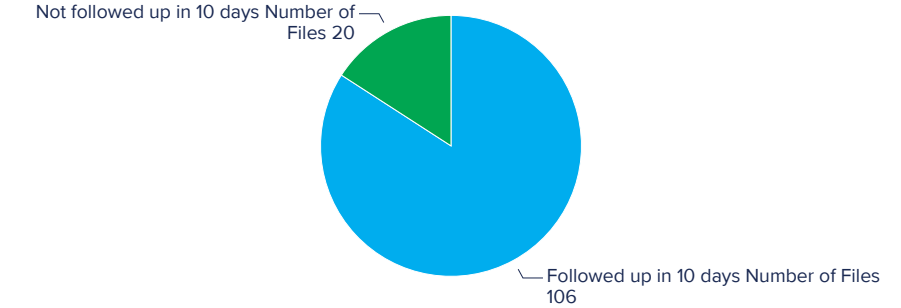
TOTAL NUMBER OF E-LEARNING COMPLETIONS BY MONTH



YTD Compliance issues that have been risk assessed



YTD Serious Harm Files followed up with 10 days of risk assessment



The 126 files shown here only represent those where follow up was due. 19 files were not due to be followed up yet.