

20 August 2026

Dear 

Thank you for your request made under the Official Information Act 1982 (OIA), received on 29 July 2026. You requested the following:

- *The number of personal grievances taken against your organisation (Inland Revenue) over the past 10 years, listed by year.*
- *The total amount paid by your organisation (Inland Revenue) in relation to personal grievance settlements in each of the past 10 years, listed by year.*

Information being released

The information you have requested is set out in the table below. Please note, this has been grouped by calendar year (1 January to 31 December). We also note that not all personal grievances are settled in the year they are raised (for example, a personal grievance may be raised in 2020 and settled in 2021).

Year	Number of personal grievances	Total settlement cost
2017	17	\$33,180.95
2018	28	\$465,123.11
2019	4	\$139,714.64
2020	30	\$43,000.00
2021	9	\$54,500.00
2022	6	\$0.00
2023	5	\$27,500.00
2024	13	\$66,000.00
2025	9	\$17,000.00
2026 (as at 1 August)	11	\$0.00

You will note from the table that the number of personal grievances and the amount paid in settlements in 2018 is significantly higher than in other years presented. This is partly due to our Business Transformation Programme that occurred at this time and affected a large number of staff. This contributed to an increase in the lodgement of personal grievances and associated settlement agreements during this period.

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



Sophie Logie
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