

10 January 2012

Ms G Haden
By email to:
grace@verisure.co.nz

Dear Ms Haden

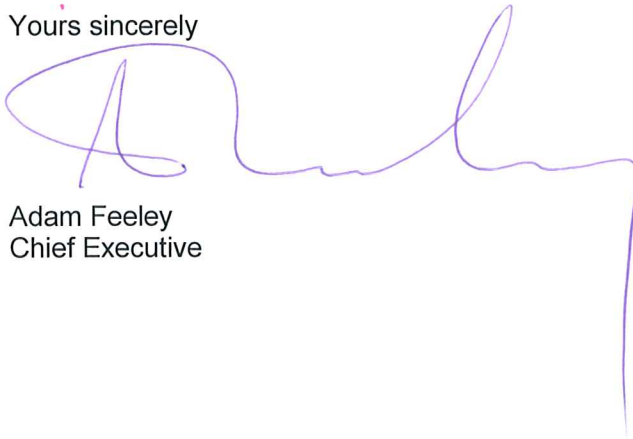
RE: FILE C2193 – Animal Welfare Institute of New Zealand (Neil Wells)

I refer to your email dated 23 December 2011 and your on-going concerns regarding Mr Wells.

As explained in my letter to you of 21 December 2011, your complaint has been given thorough consideration. I am aware that you have spoken at length with several of my staff, including the General Manager of Fraud Detection and Intelligence, Mr Metcalfe. Your complaint has certainly not been "*written off over the phone*". I accept that your opinion differs from the position I have taken, but I remain of the view that the matters you have raised are not for this Office.

Where potential offending may exist, the circumstances of that potential offending have been referred to the appropriate authorities for their attention. The Office's file on the matter will remain closed.

Yours sincerely



Adam Feeley
Chief Executive