

19 November 2019

[REDACTED]  
[REDACTED]

Dear [REDACTED]

**Official Information Act #19.088 - Guru Travel Limited**

1. We refer to your request received on 18 November 2019 for the number of complaints received by the Commerce Commission (the Commission) about Guru Travel Limited.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

**Our response**

3. We have decided to grant your request.
4. The Commission has received four complaints about Guru Travel Limited, including your complaint ENQ0532949. One complaint was received in 2016 and the other three complaints (including yours) were received 2019.
5. The Commission's retention and disposal schedule requires us to keep complaints material for five years, therefore we may not hold complaints received before 2014.
6. Please note the Commission will be publishing this response to your request on our website.<sup>1</sup> Your personal details will be redacted from the published response.
7. Please do not hesitate to contact us at [uia@comcom.govt.nz](mailto:uia@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

---

<sup>1</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>