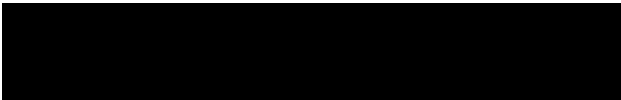


29 August 2019



Dear 

Official Information Act #19.017 – SleepDrops

1. We refer to your request received 7 August 2019 for the following information:
 - 1.1 details of complaints received by the Commerce Commission (the Commission) about SleepDrops New Zealand (SleepDrops) since 1 August 2018;
 - 1.2 the number of complaints received by the Commission during the period from 1 August 2018 to 7 August 2019 about misrepresentation of the therapeutic benefits of products; and
 - 1.3 the number of complaints at paragraph [1.2] which have led to follow up action by the Commission.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).
3. On 7 August 2019, we advised you that the Commission has received two complaints about SleepDrops since 1 August 2018 and did not open an investigation following either complaint.

Our response

4. We have decided to grant your request.
5. The Commission publishes selected responses to requests for official information in a register on our website.¹ We have identified that two published responses to previous requests contain some of the information you have requested. These are:

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

- 5.1 OIA 18.187² for information about complaints received by the Commission during the period from 2 May 2018 to 2 May 2019 responding to the search term “health claims”.
- 5.2 OIA 18.210³ for information about complaints received by the Commission during the period from 30 May 2018 to 30 May 2019 about SleepDrops and/or responding to the following keywords:
- 5.2.1 “health claims”
 - 5.2.2 “sleep drops”
 - 5.2.3 “cure” OR “curing” OR “curative”;
 - 5.2.4 “therapy” OR “therapeutic”;
 - 5.2.5 “treatment”;
 - 5.2.6 “medicinal”;
 - 5.2.7 “heal” OR “healing”;
 - 5.2.8 “relief” OR “relieving”;
 - 5.2.9 “restore” OR “restoration”;
 - 5.2.10 “remedial treatment”; and
 - 5.2.11 “corrective”.

[1.1] - Details of complaints received about SleepDrops

6. You can find summaries of the two complaints received by the Commission about SleepDrops under OIA 18.210 at page 2.

[1.2] - Number of complaints about misrepresentation of therapeutic benefits

7. We have identified 28 complaints received by the Commission which fall within the scope of your request.⁴ These are:
- 7.1 4 complaints from OIA 18.187;
 - 7.2 16 complaints from OIA 18.210; and

² https://comcom.govt.nz/_data/assets/pdf_file/0016/150343/OIA-18.187-Health-Claims-Response-Letter-redacted.PDF

³ https://comcom.govt.nz/_data/assets/pdf_file/0028/157609/OIA-18.210-Health-Claims.PDF

⁴ These are complaints responding to the keywords at paragraph [5], received by the Commission during the period from 1 August 2018 to 7 August 2019.

7.3 8 complaints from additional searches of our complaints database to cover the remaining period from 31 May 2019 to 7 August 2019.

[1.3] - Follow up action

8. Of the 28 complaints identified at paragraph [7] above, the Commission:
 - 8.1 has decided to add one complaint to a pending investigation;
 - 8.2 has decided to investigate one complaint;
 - 8.3 has decided to take no further action in relation to 24 complaints; and
 - 8.4 is still assessing two complaints.
9. The Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
10. Please do not hesitate to contact us at ويا@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator