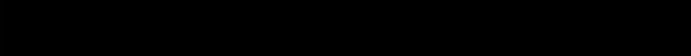


24 June 2020



By email only: 

Dear 

Official Information Act #OIA 19.187 - Supermarket Complaints

1. We refer to your request received on 18 June 2020 for a breakdown by company of the 151 complaints received by the Commerce Commission (Commission) about supermarkets, referred to in the Complaints Snapshot 2018/2019.¹
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. We have provided a breakdown of the complaints in the table below:

Trader	Number of complaints
Foodstuffs (NZ) ²	97
Progressive Enterprises ³	48
Lotus Supermarket	2
Food For Less Supermarket	1
Smiley Mart	1
Guruji Supermarket	1

¹ https://comcom.govt.nz/_data/assets/pdf_file/0024/190428/Complaints-Snapshot-2018-19.pdf

² Foodstuffs includes complaints about New World, Pak N Save and complaints about the Foodstuffs parent company.

³ Progressive includes complaints about Countdown, Fresh Choice, and SuperValue.

Trader	Number of complaints
Symrose Super Fresh	1

5. Please note the fact that a complaint has been received does not necessarily mean that a trader has done anything wrong or any harm has been caused; some complaints will not be investigated by the Commission because they are unfounded or outside our jurisdiction, and some complaints that are investigated will not proceed to further action.
6. Please note the Commission will be publishing this response to your request in the Official Information Act register on our website.⁴ Your personal details will be redacted from the published response.
7. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator

⁴ <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>