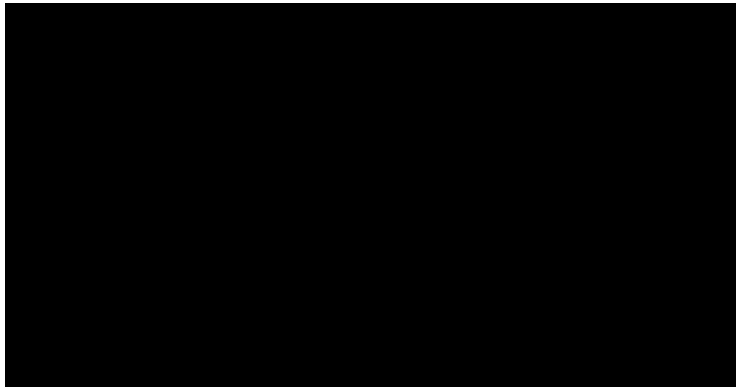


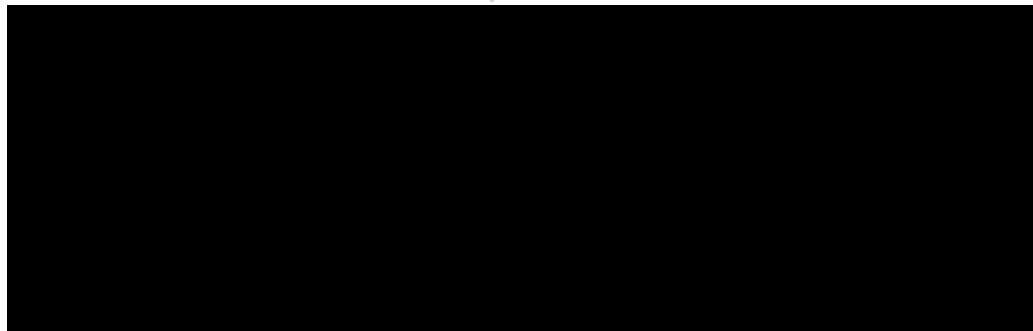
6 December 2021



Official Information Act #21.076

1. We refer to your Official Information Act 1982 (**OIA**) request received on 4 November 2021 for the following information:

1.1

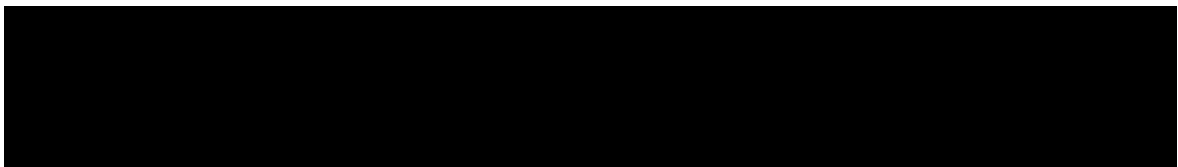


1.2

- 1.3 the number of complaints received by the Commission about Wilson Parking Limited (**Wilson**) and/or Parking Enforcement Services (**PES**) and the action the Commission has taken in each of those cases.

2. On 11 November 2021, you clarified the relevant time period for paragraph [1.3] of your request to five years; 4 November 2016 to 4 November 2021 (relevant period). Pursuant to section 15(1AA) of the OIA, in respect of paragraph [1.3], we treated the clarification as a new request for information.

3.



Our response

4. We have decided to grant paragraph [1.3] of your request.
5. The Commission received 263 complaints about Wilson and PES during the relevant period.¹
6. All 263 complaints followed the Commission's complaints screening process outlined at paragraphs [5] to [10] of our 19 November 2021 response letter. Following this process, the Commission decided not to take further action in relation to 258 of the complaints, and to contact Wilson about five of the complaints in order to provide education on compliance with the relevant legislation (internally this is referred to as information passed to the trader or 'IPTT').²
7. The Commission may decide to take no further action in relation to a complaint for a number of reasons. These reasons include, but are not limited to, circumstances where we consider the complaint is better suited to private action by the complainant, the complaint is subject to the jurisdiction of another agency, or where there is no clear breach of the law. Should the Commission wish to reconsider the issues a complaint presents, we may revisit any complaint at a later stage.
8. We note that it is important to read complaints information in the following context:
 - 8.1 Complaints data on its own cannot paint a complete picture of compliance with the law. 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 to any consumer or competitor. 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.
 - 8.2 The complaints data only reflects what consumers have chosen to report to the Commission or to other organisations that have in turn provided information to the Commission. Some complaints on the same matter are likely to have reached other complaint bodies instead of the Commission.
 - 8.3 Larger traders are likely to generate more complaints as a function of their scale.
 - 8.4 Complaint volumes for a trader can be about a single matter or multiple matters. Some matters that attract a high level of publicity can generate a large volume of complaints.

¹ We note that some complaints are about one of the traders and some are about both, some complaints are about one or both of the traders and another trader.

² You can find further information about the Commission's enforcement responses in the Enforcement Response Guidelines on our website:
https://comcom.govt.nz/_data/assets/pdf_file/0030/62589/Enforcement-Response-Guidelines-October-2013.pdf

9. Please note the Commission will be publishing this response to your request in the OIA register on our website.³ Your personal details will be redacted from the published response.
10. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely



Alexandra Murray
OIA and Information Coordinator

³ <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>