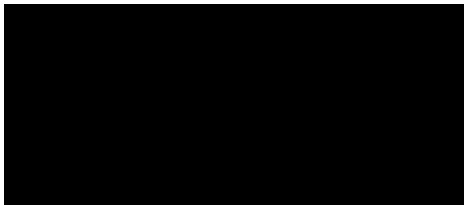
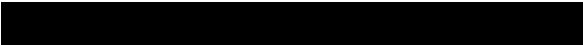


17 March 2021



By email only:



Dear



Official Information Act # 20.160 - Complaints made by children and young people

1. We refer to your Official Information Act 1982 (**OIA**) request received on 17 February 2021 for information relating to any complaints made to the Commerce Commission (**Commission**) by children and young people (up to the age of twenty-five) and/or those acting on their behalf, for each year from 2010 to date. The scope of your request is:
 - 1.1 the number of complaints made, disaggregated by the age, ethnicity, gender and area of residence of the complainant;
 - 1.2 the subject matter of complaints made;
 - 1.3 the action taken in relation to complaints, disaggregated by the age, ethnicity, gender and area of residence of the complainant;
 - 1.4 the time taken to resolve any complaints; and
 - 1.5 any internal policies, principles, rules or guidelines relating to the management of complaints including, but not limited to, any special measures or processes relating to the complaints made by children and young people.

Our response

2. We have decided to grant paragraph [1.5] of your request and decline paragraphs [1.1] to [1.4] of your request under section 18(e) of the OIA, on the basis that the Commission does not hold the information sought.

Paragraphs [1.1] - [1.4]

3. The Commission does not ask consumers to provide information about their age when making a complaint. Occasionally consumers may choose to provide age related information where relevant to the issue complained about. In this instance, it is more common for consumers to describe their age in general terms (e.g. “young” or “elderly”) than provide a figure.
4. The Commission also does not ask consumers to provide information about their ethnicity or gender when making a complaint. As with age, occasionally consumers may choose to provide ethnicity or gender related information where relevant to the issue complained about.
5. The Commission does ask for complainants’ postcodes when making a complaint. We collect this information to understand both the location of specific complaints and the issues faced by consumers across New Zealand, to enable the Commission to focus our resources to best assist. The Commission has recently stopped asking for complainants’ addresses when making a complaint, in line with Information Privacy Principle 1(2) of the Privacy Act 2020. We do however hold complainants’ addresses for most of the period covered by your request.
6. The Commission does not hold complainant age, ethnicity or gender information in a way which could be filtered to respond to your request. If it would be useful, we could provide a breakdown of complaints by area(s) of residence on its own, however we note that this information would not be broken down by age, ethnicity or gender.

Paragraph [1.5]

7. In response to paragraph [1.5] of your request, our internal policies relating to the management of complaints can be found on our website (in response to OIA 19.127).¹ We note these do not include any special measures or processes relating to the complaints made by children and young people.

Further information

8. Please note the Commission will be publishing this response to your request in the OIA register on our website.² Your personal details will be redacted from the published response.
9. Please do not hesitate to contact us at oia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator

¹ https://comcom.govt.nz/_data/assets/pdf_file/0019/213058/OIA-19.127-Complaint-Process-Response-letter-redacted-12-March-2020.pdf

² <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>