Consumer complaints

As a competition authority, the Commerce Commission enforces three key laws. The statistics shown in this graphic are from complaints to the Commission in 2015.

Fair Trading Act (FTA) 1986
Prohibits false and misleading behaviour by businesses

Credit Contracts and Consumer Finance Act (CCCFA) 2003
Protects consumers when they borrow money

Commerce Act 1986
Prohibits anti-competitive behaviour and mergers

More than 90% of complaints received by the Commission relate to the Fair Trading Act.

Total complaints

The Commission gets almost 10,000 phone calls and emails each year through our contact centre. The complaint data in this graphic relates only to complaints within the Commission’s jurisdiction. Complaints do not necessarily indicate breaches of the law or consumer harm.

The three most complained about industries were:

- Telecommunication service providers 9%
- Domestic appliance/electronics/phones 9%
- Motor vehicles 6%

Our top 21 most complained about traders by industry

We received 5,073 complaints about 2,033 different traders
25% of complaints were related to just 21 traders
Online trading generated 34% of all complaints despite accounting for only a small percentage of sales

Potential non-disclosure is the most complained about conduct

Fair Trading Act complaints

Credit Contracts and Consumer Finance Act complaints

Commerce Act complaints

Source: www.comcom.govt.nz/fair-trading/consumer-issues-report/