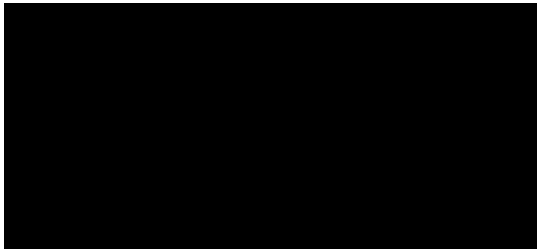


4 November 2022



### Official Information Act #22.065 - Complaints about VTNZ

1. We refer to your Official Information Act 1982 (**OIA**) request received on 25 October 2022 for information about how many complaints the Commerce Commission (**Commission**) has received in the last two years (**relevant period**)<sup>1</sup> about Vehicle Testing New Zealand Limited (**VTNZ**) issuing drivers licences.

### Our response

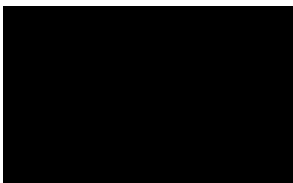
2. We have decided to grant your request.
3. The Commission has received four complaints during the relevant period about VTNZ issuing drivers licences, including your complaint [REDACTED] received on [REDACTED].
4. We advise that the Commission has decided not to take further action in relation to your complaint. To provide context to how your complaint was assessed, we have outlined the Commission's screening process below.
5. The Commission receives thousands of complaints every year. Each complaint is initially assessed by the Screening and Enquiries Team on the basis of the information available at the time. When conducting this assessment, the team considers:
  - 5.1 the likelihood of a breach of the relevant legislation (the Fair Trading Act 1986, the Commerce Act 1986, and the Credit Contracts and Consumer Finance 2003);

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<sup>1</sup> 25 October 2020 - 25 October 2022.

- 5.2 the Commission's Enforcement Response Guidelines;<sup>2</sup> and
- 5.3 the Commission's strategic priorities and resourcing constraints.
6. The Commission has the power to act on complaints but is not required to take action in relation to all possible breaches of the legislation that we enforce.
7. If a complaint is appropriate for further consideration, it is reviewed by a panel of managers and subject matter experts from within the Competition, Fair Trading and Credit branches. The panel decides which complaints are to be prioritised for further assessment.
8. This process enables the Commission to identify issues that best reflect our current enforcement priorities.<sup>3</sup> The outcomes of this process are not final and we may revisit any complaint at a later stage, should we wish to reconsider the issues it presents.
9. Your complaint was assessed by the Screening and Analysis team and the recommendation made not to take further action on the basis that the conduct is unlikely to be a breach of the legislation enforced by the Commission. The recommendation was considered and endorsed by the panel.
10. We value all information received and will keep the information you have provided in our complaints database. We use our database to identify business practices of possible concern and to help us decide what to investigate in the future.
11. Please note the Commission will be publishing this response to your request in the OIA register on our website.<sup>4</sup> Your personal details will be removed from the published response.
12. Please do not hesitate to contact us at [oia@comcom.govt.nz](mailto:oia@comcom.govt.nz) if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator

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<sup>2</sup> <https://comcom.govt.nz/about-us/our-policies-and-guidelines/investigations-and-enforcement/enforcement-response-guidelines>

<sup>3</sup> <https://comcom.govt.nz/about-us/our-priorities>

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