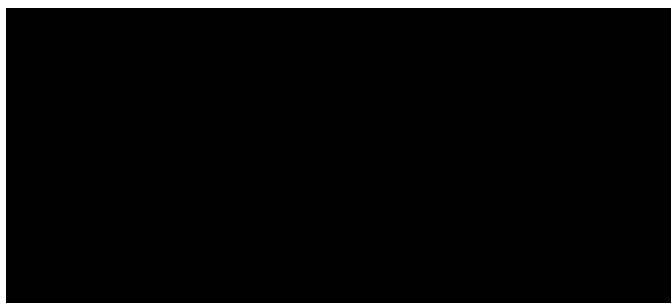


14 February 2022



Official Information Act #21.114 Complaints leading to investigations

1. We refer to your Official Information Act 1982 (OIA) request, received on 18 January 2022, for information about how many complaints the Commerce Commission (**Commission**) investigates out of how many complaints received per year.
2. On 28 January 2022, the Commission clarified your request to: of the complaints received during the period 1 July 2019 to 30 June 2021, how many complaints were investigated by the Commission each year.

Our response


3. We have decided to grant your request.
4. The Commission received 19,587 complaints during the relevant period. Of these complaints, 1,782 were investigated.
5. Please see a break down per year below.¹

	1 July 2019 – 30 June 2020	1 July 2020 - 30 June 2021	Total
Complaints	9,773	9,814	19,587
Complaints added to an Investigation	826	956	1,782

¹ Each year, the Commission publishes a Complaints [Snapshot](#) that sets out how many complaints the Commission received for the financial year. Our complaints database is continually updated, therefore, the number of complaints recorded for each year may change after the Complaints Snapshot is published.

6. We note that it is possible for more than one complaint to be added to the same investigation.
7. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
8. Please do not hesitate to contact us at ويا@comcom.govt.nz if you have any questions about this request.

Yours sincerely



Alexandra Murray
OIA and Information Coordinator