

14 October 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

Official Information Act #20.076 - Complaints about face masks

1. We refer to your request received on 8 October 2020 for additional information about complaints received by the Commerce Commission (**Commission**) about face masks, further to the information provided in our response to OIA 20.056 on 7 October 2020.¹ You have asked:
 - 1.1 whether the 44 complaints referred to in the Commission's response of 7 October 2020 is the total number of complaints received about face masks during the period from 27 March to 9 September 2020 (the relevant period);
 - 1.2 if not, the total number of complaints received by the Commission about face masks during the relevant period; and
 - 1.3 of the 29 complaints received by the Commission about price, how many are about Unichem.
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).

Our response

3. We have decided to grant your request.

Paragraph [1.1]

¹ https://comcom.govt.nz/_data/assets/pdf_file/0025/226366/OIA-20.056-Complaints-about-Face-Masks-Response-Letter-7-October-2020.pdf

4. We note our 7 October 2020 response contains a total of 37 complaints (rather than 44 complaints) about eight named traders. This is the number of complaints received about those eight traders only.
5. As indicated in our first response, some complaints are about more than one issue (i.e. a consumer may complain about price and delivery) and are counted against all issues complained about - the figure of 44 is the number of issues contained in the 37 complaints.
6. While you requested information about the top five traders, we note that traders four to eight each received the same number of complaints (three complaints) and it would not have been accurate to remove three of the traders.

Paragraph [1.2]

7. The Commission received an additional 73 complaints (about other traders) in relation to face masks during the relevant period; a total of 110 complaints about face masks received during the relevant period.

Paragraph [1.3]

8. Of the 29 complaints² received by the Commission about price, 10 complaints are about Unichem (i.e. all complaints received about Unichem are in relation to price).

Further information

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

Yours sincerely

Mary Sheppard
OIA Coordinator

² 29 of the 37 complaints contained in our response of 7 October 2020 are about price (not 29 of the 110 total complaints).