

2 December 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

**Official Information Act #20.098 - Top 10 most complained about businesses**

1. We refer to your request received on 4 November 2020 for a list of the ten businesses the Commerce Commission (**Commission**) has received the most complaints about during the period from 1 July 2019 to 30 June 2020 (**relevant period**).
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).
3. On 9 November 2020, we contacted you to clarify whether the information contained in the Commission's complaints snapshot for 2019/2020 satisfied your request.<sup>1</sup>
4. In response, on the same date, you advised that you are seeking information in line with OIA 19.111 published to the Commission's OIA register,<sup>2</sup> updated to the relevant period to match with the complaints snapshot.
5. On 13 November 2020, we advised:
  - 5.1 our complaints database is not set up to generate ranked lists of traders - this is a manual process and can take some time (and noted OIA 19.111 took ten weeks to produce);

<sup>1</sup> [https://comcom.govt.nz/\\_data/assets/pdf\\_file/0027/227745/Complaints-Snapshot-2019-20.pdf](https://comcom.govt.nz/_data/assets/pdf_file/0027/227745/Complaints-Snapshot-2019-20.pdf)

<sup>2</sup> [https://comcom.govt.nz/\\_data/assets/pdf\\_file/0019/213184/OIA-19.111-Top-30-complained-about-companies-Response-letter-redacted-19-March-2020.PDF](https://comcom.govt.nz/_data/assets/pdf_file/0019/213184/OIA-19.111-Top-30-complained-about-companies-Response-letter-redacted-19-March-2020.PDF)

- 5.2 we have collated information from our complaints database to create the complaints snapshot and hold the underlying data which we can use respond to your request;
  - 5.3 we can export a list of the industries that received the most complaints and from that, extract the names of the ten traders that received the most complaints during the relevant period;
  - 5.4 this information has been collated for the purpose of the complaints snapshot and we note the caveats accompanying the snapshot; and
  - 5.5 complaint numbers can indicate areas of concern for consumers, but in assessing areas to prioritise resource we follow our enforcement criteria which contains a number of relevant factors for us to consider.<sup>3</sup>
6. We followed up on 19 November 2020 but note we have not received a response to our correspondence at paragraph [5] above.

#### **Our response**

7. We have decided to grant your request and provide the names of the ten traders that received the most complaints during the relevant period, exported from the underlying the complaints snapshot data.
8. We are preparing the information for release and it will be provided to you without undue delay.
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](mailto:ويا@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

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<sup>3</sup> <https://comcom.govt.nz/about-us/our-policies-and-guidelines/investigations-and-enforcement/enforcement-criteria>