

9 August 2018

[REDACTED]

By email: [REDACTED]

Dear [REDACTED]

## Official Information Act Request #18.017 – FTA

1. We refer to your phone call to the Commerce Commission (Commission) on 12 July 2018, during which you requested the following information:
  - 1.1 of the complaints the Commission receives under the Fair Trading Act 1986 (FTA), what percentage are acted on and how many have enforcement outcomes; and
  - 1.2 why the above information is not a statistic that is readily available that our enquiries staff can refer to and give out over the phone.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

### Our response

3. The information you have requested is publically available on our website, contained in our Annual Reports<sup>1</sup> and yearly Consumer Issues Report.<sup>2</sup>
4. For example, in the 2016/2017 year, the Commission received 6,798 complaints under the FTA.<sup>3</sup> The number of FTA matters completed in 2016 was 257 and the number of FTA matters completed in 2017 was 235.<sup>4</sup>
5. In 2017, we took 24 cases to court and obtained 38 judgments during the year.<sup>5</sup> This is not limited to FTA matters. You can find further information on our enforcement outcomes in the case register on our website.<sup>6</sup>

<sup>1</sup> <https://comcom.govt.nz/about-us/strategic-planning-and-accountability-reporting/annual-report>

<sup>2</sup> <http://www.comcom.govt.nz/the-commission/consumer-reports/consumer-issues-report/>

<sup>3</sup> Consumer Issues Report 2016/2017, page 13.

<sup>4</sup> Annual Report 2017, page 17.

<sup>5</sup> Annual Report 2017, page 16.

<sup>6</sup> <https://comcom.govt.nz/case-register>

6. You can also find a number of other accountability documents on our website<sup>7</sup> including our yearly Statement of Intent, Statement of Performance Expectations and Performance Reports.
7. We intend to release similar reports corresponding to the 2018 year in the near future.
8. Our enquires officers were not able to provide you with statistics for the current year over the phone because the numbers are subject to constant change; each day our enquiries team take complaints via phone, email and through our website.
9. If you are not satisfied with the Commission's response to your OIA request, section 28(3) of the OIA provides you with the right to ask an Ombudsman to investigate and review this response. However, we would welcome the opportunity to discuss any concerns with you first.
10. Please note the Commission may publish this response to your request on its website. Personal details will be redacted from the published response.
11. If you have any questions in regards to this request, please do not hesitate to contact us at [oia@comcom.govt.nz](mailto:oia@comcom.govt.nz)

Yours sincerely,



Rosie Brown  
OIA Coordinator

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<sup>7</sup> <http://www.comcom.govt.nz/the-commission/about-us/accountability/>