

7 July 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

### **Official Information Act #20.001 - Qatar Airways**

1. We refer to your request received on 2 July 2020 for information about the number of complaints received by the Commerce Commission (Commission) about Qatar Airways in relation to delay in processing refunds for cancelled flights.
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.
4. The Commission has received two complaints about Qatar Airways in relation to delay in processing refunds for cancelled flights, including your complaint (ENQ0541971).
5. Please note the Commission will be publishing this response to your request in the Official Information Act register on our website.<sup>1</sup> Your personal details will be redacted from the published response.
6. 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>1</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>