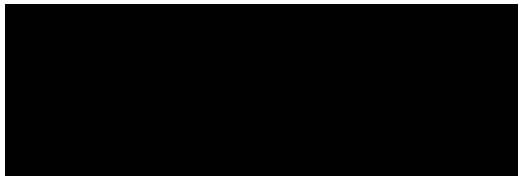


26 January 2021



Official Information Act OIA #20.132 - Enquiry #547297 Spark

1. We refer to your Official Information Act 1982 (**OIA**) request received on 21 December 2020 for the following information:
 - 1.1 who is the CEO of the Commerce Commission (**Commission**);
 - 1.2 who does that person answer to; and
 - 1.3 what is the appeal process / your rights in relation to the Commission's decision not to take further action in relation to your complaint about Spark New Zealand Limited (ENQ0547297), and where do you go?

Our response

2. We have decided to grant your request.
3. The CEO of the Commission is Adrienne Meikle. Ms Meikle reports to the Board of Commissioners. We have **attached** a printout of the Commission's structure from our website.
4. If you have concerns about the way the Commission has handled a matter, you can make a complaint to us. We have **attached** a printout of information about complaints about the Commission from our website.
5. If you make a complaint, it will be read, logged, acknowledged and assigned to a senior staff member to respond to. The staff member will make contact with you, and in some cases may seek further information from you. They may also consult with the staff who are handling or have handled the relevant file or matter.
6. We will answer your complaint as promptly as we can. We aim to respond to your complaint within 20 working days of receiving it. In some cases, a full response will

not be possible within this timeframe, and we will indicate our likely timing for a full response.

7. You also have the right to raise your concerns with the New Zealand Ombudsman:

Office of the Ombudsman
Free phone: 0800 802 602
www.ombudsman.parliament.nz
info@ombudsman.parliament.nz
PO Box 10152
Wellington 6143

8. The Ombudsman can consider complaints about the administrative acts and decisions of state sector agencies. The Ombudsman will ask if you have first tried to resolve the matter with us directly, and will also consider whether you have any other remedy available. The Ombudsman may look into your complaint and make a recommendation to us regarding the concern you have raised.

Further information

9. Please note the Commission will be publishing this response to your request in the OIA register on our website.¹ Your personal details will be removed from the published response.
10. Please do not hesitate to contact us at oia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator

¹ <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>