

31 October 2023



Official Information Act #23.070 - Response

1. We refer to your request received on 2 October 2023 for information about taxi complaints received by the Commerce Commission (the Commission).
2. Following your request in OIA 22.193, you have requested the number of complaints received by the Commission about small passenger vehicle operators/taxis, in the period 1 June 2023 to 30 September 2023, broken down by issue and outcome.
3. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

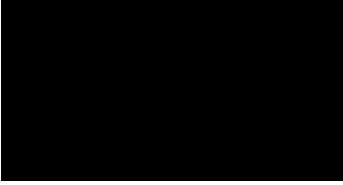
4. We have decided to grant your request.
5. The table below, at **Appendix A**, sets out the 17 relevant complaints received by the Commission in the period 1 June 2023 to 30 September 2023.

Further information

6. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.

7. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator

Appendix A				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0581136	28/06/23	Alert Taxis	GST receipt	NFA ¹
ENQ0581743	13/07/23	Crown Cabs	Overcharging	NFA
ENQ0582047	19/07/23	Budget Taxis	Misleading advertising	NFA
ENQ0582146	21/07/23	Gold Band Taxis	Unfair membership fee (complaint by shareholders of Gold Band)	NFA
ENQ0582182	22/07/23	Mainland Taxi	Overcharging	NFA
ENQ0582198	24/07/23	Uber New Zealand Technologies Limited	Failure to fulfil pre-booked trip	NFA
ENQ0582300	26/07/23	Uber New Zealand Technologies Limited	Additional charges	NFA
ENQ0582411	27/07/23	Intercity Taxi	Overcharging	NFA
ENQ0583226	13/08/23	Capital Taxis	Surcharges	NFA
ENQ0583336	15/08/23	Sky Cab	Overcharging	NFA
ENQ0583679	21/08/23	Intercity Taxis Ltd	Overcharging	NFA
ENQ0584286	4/09/23	Porirua Taxis	Surcharges	NFA
ENQ0584777	12/09/23	Wellington Combined Taxis	Surcharges	Not yet assessed
ENQ0584785	14/09/23	Uber New Zealand Technologies Limited	Charging for service not booked	NFA
ENQ0584854	15/09/23	MT Gore Taxi	Surcharge	NFA
ENQ0584918	18/09/23	Leisure Cabs	Surcharge	NFA

¹ The Commission may decide not to take further action in relation to a complaint for a number of reasons. These reasons include, but are not limited to, circumstances where we consider the complaint is better suited to private action by the complainant, the complaint is subject to the jurisdiction of another agency, or where there is no clear breach of the law. However, each complaint and enquiry provides information that is valuable to the Commission. This contributes to future priorities, potential issues for us to watch closely or emerging issues to refer to our policy agency, MBIE. In this regard, we will monitor complaints on information we receive as we look to future prioritisation.

Appendix A				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0585371	28/09/23	Porirua Taxis	Customer service	Not yet assessed