

29 June 2021

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED]

### **Official Information Act #20.219 – Air New Zealand Complaints**

1. We refer to your request received on 27 May 2021 for complaints about Air New Zealand Limited (**Air New Zealand**) offering flights on routes en masse, then cancelling them, but not refunding any money just offering a credit.
2. On 3 June 2021, the Commerce Commission (**Commission**) requested that you clarify the request due to the size of the request. You then clarified that you would like all complaints made against Air New Zealand since COVID hit in March 2020, and for the response to be divided into categories.
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. We note that it is important to read the complaints information in the following context:
  - 5.1 Complaints data on its own cannot paint a complete picture of compliance with the law. The fact that a complaint has been received does not necessarily mean that a trader has done anything wrong or any harm has been caused to any consumer or competitor. Some complaints will not be investigated by the Commission because they are unfounded or outside our jurisdiction, and some complaints that are investigated will not proceed to further action.
  - 5.2 The complaints data only reflects what consumers have chosen to report to the Commission or to other organisations that have in turn provided

information to the Commission. Some complaints on the same matter are likely to have reached other complaint bodies instead of the Commission.

- 5.3 Larger traders are likely to generate more complaints as a function of their scale.
- 5.4 Complaint volumes for a trader can be about a single matter or multiple matters. Some matters that attract a high level of publicity can generate a large volume of complaints
6. The Commission has received 360 complaints about Air New Zealand from 1 March 2020 to 14 June 2021.<sup>1</sup>
7. We have categorised the complaints by their primary issue:<sup>2</sup>
  - 7.1 231 complaints about refunds;
  - 7.2 43 complaints about cancellation;
  - 7.3 20 complaints categorised as miscellaneous;
  - 7.4 20 complaints about customer service;
  - 7.5 11 complaints about contractual issues;
  - 7.6 11 of these complaints were about an undisclosed reason;
  - 7.7 7 of these complaints have not yet been assessed, so have not been assigned a primary issue;
  - 7.8 5 complaints about changes in terms and conditions;
  - 7.9 3 complaints about bait advertising;
  - 7.10 2 complaints about promotions;
  - 7.11 2 complaints about changes in itinerary;
  - 7.12 2 complaints about add ons;
  - 7.13 1 complaint about market power;
  - 7.14 1 complaint about lessening competition; and
  - 7.15 1 complaint about carbon claims.

---

<sup>1</sup> We note that the Commission may have received complaints recently that have not been marked as about "Air New Zealand Limited" in our complaints database and therefore will not have been counted in this total.

<sup>2</sup> We note that these enquires have been categorised by 'primary issues' and may have contained other secondary issues in the complaint.

8. We have provided a table of these complaints at **Attachment A**.
9. 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.
10. Please do not hesitate to contact us at [uia@comcom.govt.nz](mailto:uia@comcom.govt.nz) if you have any questions about this request.

Yours sincerely



Alexandra Murray  
OIA Coordinator

Released Under Official Information Act 1982

## Attachment A - Complaints about Air New Zealand

Number	Date Received	Primary Issue
ENQ0548658	8/12/2020	Add ons
ENQ0550047	21/01/2021	Add ons
ENQ0540852	28/05/2020	Bait advertising
ENQ0540423	29/05/2020	Bait advertising
ENQ0538261	18/04/2020	Bait advertising
ENQ0538530	23/04/2020	Cancellation
ENQ0539369	10/05/2020	Cancellation
ENQ0543966	24/08/2020	Cancellation
ENQ0539318	8/05/2020	Cancellation
ENQ0541881	30/06/2020	Cancellation
ENQ0541182	8/06/2020	Cancellation
ENQ0539372	11/05/2020	Cancellation
ENQ0540711	4/06/2020	Cancellation
ENQ0537383	31/03/2020	Cancellation
ENQ0541721	26/06/2020	Cancellation
ENQ0543182	2/08/2020	Cancellation
ENQ0543999	19/08/2020	Cancellation
ENQ0539338	8/05/2020	Cancellation
ENQ0541987	2/07/2020	Cancellation
ENQ0540061	23/05/2020	Cancellation
ENQ0542555	15/07/2020	Cancellation
ENQ0539862	19/05/2020	Cancellation
ENQ0537788	7/04/2020	Cancellation
ENQ0539977	21/05/2020	Cancellation
ENQ0542327	9/07/2020	Cancellation
ENQ0540410	29/05/2020	Cancellation
ENQ0538171	16/04/2020	Cancellation
ENQ0542064	4/07/2020	Cancellation
ENQ0538729	21/04/2020	Cancellation
ENQ0539999	22/05/2020	Cancellation
ENQ0542334	10/07/2020	Cancellation
ENQ0537087	22/03/2020	Cancellation
ENQ0542851	23/07/2020	Cancellation
ENQ0544162	27/08/2020	Cancellation
ENQ0541303	16/06/2020	Cancellation
ENQ0540065	24/05/2020	Cancellation
ENQ0541822	29/06/2020	Cancellation
ENQ0538577	24/04/2020	Cancellation
ENQ0537840	8/04/2020	Cancellation
ENQ0542355	10/07/2020	Cancellation
ENQ0545901	28/09/2020	Cancellation
ENQ0540205	26/05/2020	Cancellation
ENQ0539368	10/05/2020	Cancellation

ENQ0537621	4/04/2020	Cancellation
ENQ0541828	29/06/2020	Cancellation
ENQ0539618	14/05/2020	Cancellation
ENQ0539187	6/05/2020	Cancellation
ENQ0538539	24/04/2020	Cancellation
ENQ0541957	1/07/2020	Carbon Claims
ENQ0542095	23/06/2020	Change in terms and conditions
ENQ0537752	11/03/2020	Change in terms and conditions
ENQ0539961	21/05/2020	Change in terms and conditions
ENQ0541222	16/06/2020	Change in terms and conditions
ENQ0538657	27/04/2020	Change in terms and conditions
ENQ0542279	30/06/2020	Changes in itinerary
ENQ0540154	26/05/2020	Changes in itinerary
ENQ0539100	22/04/2020	Contractual issues
ENQ0537991	13/04/2020	Contractual issues
ENQ0541216	16/06/2020	Contractual issues
ENQ0539970	21/05/2020	Contractual issues
ENQ0537581	3/04/2020	Contractual issues
ENQ0537800	7/04/2020	Contractual issues
ENQ0539081	30/04/2020	Contractual issues
ENQ0543673	15/08/2020	Contractual issues
ENQ0539300	7/05/2020	Contractual issues
ENQ0540693	4/06/2020	Contractual issues
ENQ0540881	1/06/2020	Contractual issues
ENQ0548113	24/11/2020	Customer Service
ENQ0538207	16/04/2020	Customer Service
ENQ0553091	12/04/2021	Customer Service
ENQ0542239	29/06/2020	Customer Service
ENQ0541366	18/06/2020	Customer Service
ENQ0542794	22/07/2020	Customer Service
ENQ0543984	17/08/2020	Customer Service
ENQ0544866	8/09/2020	Customer Service
ENQ0540057	23/05/2020	Customer Service
ENQ0542796	22/07/2020	Customer Service
ENQ0541406	19/06/2020	Customer Service
ENQ0540718	4/06/2020	Customer Service
ENQ0540621	4/06/2020	Customer Service
ENQ0540563	3/06/2020	Customer Service
ENQ0539672	15/05/2020	Customer Service
ENQ0542653	19/07/2020	Customer Service
ENQ0542991	28/07/2020	Customer Service
ENQ0541304	16/06/2020	Customer Service
ENQ0540076	25/05/2020	Customer Service
ENQ0542673	20/07/2020	Customer Service
ENQ0548742	10/12/2020	Lessening competition
ENQ0545155	9/09/2020	Market Power

ENQ0550339	28/01/2021	Miscellaneous
ENQ0547198	29/10/2020	Miscellaneous
ENQ0552253	17/03/2021	Miscellaneous
ENQ0552589	26/03/2021	Miscellaneous
ENQ0543317	6/08/2020	Miscellaneous
ENQ0548798	11/12/2020	Miscellaneous
ENQ0553409	20/04/2021	Miscellaneous
ENQ0547750	13/11/2020	Miscellaneous
ENQ0543362	7/08/2020	Miscellaneous
ENQ0551795	5/03/2021	Miscellaneous
ENQ0550593	3/02/2021	Miscellaneous
ENQ0552016	11/03/2021	Miscellaneous
ENQ0540954	10/06/2020	Miscellaneous
ENQ0547152	29/10/2020	Miscellaneous
ENQ0549619	10/01/2021	Miscellaneous
ENQ0551238	21/02/2021	Miscellaneous
ENQ0551254	22/02/2021	Miscellaneous
ENQ0544124	27/08/2020	Miscellaneous
ENQ0552633	29/03/2021	Miscellaneous
ENQ0550170	25/01/2021	Miscellaneous
ENQ0545205	14/09/2020	Promotions
ENQ0536635	6/03/2020	Promotions
ENQ0553693	29/04/2021	Not yet assessed
ENQ0555206	3/06/2021	Not yet assessed
ENQ0536934	17/03/2020	Not yet assessed
ENQ0553563	23/04/2021	Not yet assessed
ENQ0553588	26/04/2021	Not yet assessed
ENQ0537512	2/04/2020	Not yet assessed
ENQ0538047	14/04/2020	Not yet assessed
ENQ0540572	3/06/2020	Refunds
ENQ0539345	9/05/2020	Refunds
ENQ0545993	29/09/2020	Refunds
ENQ0541179	5/06/2020	Refunds
ENQ0537324	30/03/2020	Refunds
ENQ0539817	19/05/2020	Refunds
ENQ0538094	15/04/2020	Refunds
ENQ0541609	24/06/2020	Refunds
ENQ0540206	26/05/2020	Refunds
ENQ0543073	29/07/2020	Refunds
ENQ0538716	28/04/2020	Refunds
ENQ0544411	1/09/2020	Refunds
ENQ0540740	5/06/2020	Refunds
ENQ0537650	6/04/2020	Refunds
ENQ0539949	21/05/2020	Refunds
ENQ0540367	28/05/2020	Refunds
ENQ0545265	15/09/2020	Refunds

ENQ0541088	13/06/2020	Refunds
ENQ0539728	18/05/2020	Refunds
ENQ0541323	17/06/2020	Refunds
ENQ0538446	22/04/2020	Refunds
ENQ0542717	21/07/2020	Refunds
ENQ0540476	24/05/2020	Refunds
ENQ0538605	24/04/2020	Refunds
ENQ0540710	4/06/2020	Refunds
ENQ0537498	2/04/2020	Refunds
ENQ0538152	16/04/2020	Refunds
ENQ0540299	27/05/2020	Refunds
ENQ0538925	1/05/2020	Refunds
ENQ0544803	7/09/2020	Refunds
ENQ0540873	9/06/2020	Refunds
ENQ0539626	14/05/2020	Refunds
ENQ0537942	9/04/2020	Refunds
ENQ0540033	22/05/2020	Refunds
ENQ0538301	8/04/2020	Refunds
ENQ0542533	15/07/2020	Refunds
ENQ0540445	31/05/2020	Refunds
ENQ0540580	3/06/2020	Refunds
ENQ0546441	12/10/2020	Refunds
ENQ0537353	20/03/2020	Refunds
ENQ0539851	17/05/2020	Refunds
ENQ0538122	15/04/2020	Refunds
ENQ0541659	24/06/2020	Refunds
ENQ0540215	26/05/2020	Refunds
ENQ0543161	31/07/2020	Refunds
ENQ0538718	28/04/2020	Refunds
ENQ0544412	1/09/2020	Refunds
ENQ0540828	8/06/2020	Refunds
ENQ0538221	17/04/2020	Refunds
ENQ0540386	29/05/2020	Refunds
ENQ0539069	24/04/2020	Refunds
ENQ0545272	15/09/2020	Refunds
ENQ0541089	13/06/2020	Refunds
ENQ0550528	2/02/2021	Refunds
ENQ0538054	9/04/2020	Refunds
ENQ0540101	25/05/2020	Refunds
ENQ0538452	22/04/2020	Refunds
ENQ0538606	24/04/2020	Refunds
ENQ0547307	2/11/2020	Refunds
ENQ0552431	22/03/2021	Refunds
ENQ0538158	16/04/2020	Refunds
ENQ0540302	27/05/2020	Refunds
ENQ0538960	2/05/2020	Refunds

ENQ0540878	1/06/2020	Refunds
ENQ0539642	14/05/2020	Refunds
ENQ0538339	16/04/2020	Refunds
ENQ0542549	15/07/2020	Refunds
ENQ0540449	31/05/2020	Refunds
ENQ0540614	3/06/2020	Refunds
ENQ0539109	4/05/2020	Refunds
ENQ0539852	18/05/2020	Refunds
ENQ0551321	23/02/2021	Refunds
ENQ0538129	15/04/2020	Refunds
ENQ0538722	28/04/2020	Refunds
ENQ0544417	2/09/2020	Refunds
ENQ0540838	8/06/2020	Refunds
ENQ0539384	11/05/2020	Refunds
ENQ0537780	6/04/2020	Refunds
ENQ0553136	13/04/2021	Refunds
ENQ0540407	29/05/2020	Refunds
ENQ0539070	25/04/2020	Refunds
ENQ0545368	17/09/2020	Refunds
ENQ0541098	14/06/2020	Refunds
ENQ0539779	18/05/2020	Refunds
ENQ0550569	3/02/2021	Refunds
ENQ0538077	15/04/2020	Refunds
ENQ0541381	18/06/2020	Refunds
ENQ0538493	23/04/2020	Refunds
ENQ0540541	3/06/2020	Refunds
ENQ0538650	27/04/2020	Refunds
ENQ0540713	4/06/2020	Refunds
ENQ0547536	25/10/2020	Refunds
ENQ0537543	3/04/2020	Refunds
ENQ0539896	20/05/2020	Refunds
ENQ0538162	16/04/2020	Refunds
ENQ0540344	28/05/2020	Refunds
ENQ0538976	2/05/2020	Refunds
ENQ0544997	9/09/2020	Refunds
ENQ0539651	14/05/2020	Refunds
ENQ0537996	13/04/2020	Refunds
ENQ0538343	20/04/2020	Refunds
ENQ0540452	31/05/2020	Refunds
ENQ0540616	4/06/2020	Refunds
ENQ0537401	31/03/2020	Refunds
ENQ0551760	1/03/2021	Refunds
ENQ0538130	15/04/2020	Refunds
ENQ0541785	29/06/2020	Refunds
ENQ0540221	26/05/2020	Refunds
ENQ0538726	28/04/2020	Refunds



ENQ0544499	2/09/2020	Refunds
ENQ0538244	17/04/2020	Refunds
ENQ0540560	3/06/2020	Refunds
ENQ0539075	4/05/2020	Refunds
ENQ0545544	21/09/2020	Refunds
ENQ0541157	2/06/2020	Refunds
ENQ0539780	18/05/2020	Refunds
ENQ0538081	15/04/2020	Refunds
ENQ0540166	26/05/2020	Refunds
ENQ0538504	23/04/2020	Refunds
ENQ0542813	22/07/2020	Refunds
ENQ0539920	20/05/2020	Refunds
ENQ0540349	28/05/2020	Refunds
ENQ0538982	2/05/2020	Refunds
ENQ0540882	1/06/2020	Refunds
ENQ0539655	15/05/2020	Refunds
ENQ0538001	13/04/2020	Refunds
ENQ0541272	10/06/2020	Refunds
ENQ0540063	23/05/2020	Refunds
ENQ0538394	21/04/2020	Refunds
ENQ0542647	17/07/2020	Refunds
ENQ0540462	1/06/2020	Refunds
ENQ0539211	6/05/2020	Refunds
ENQ0546846	13/10/2020	Refunds
ENQ0537406	1/04/2020	Refunds
ENQ0539872	20/05/2020	Refunds
ENQ0538131	15/04/2020	Refunds
ENQ0541799	29/06/2020	Refunds
ENQ0540225	26/05/2020	Refunds
ENQ0538566	24/04/2020	Refunds
ENQ0544516	3/09/2020	Refunds
ENQ0540853	28/05/2020	Refunds
ENQ0548865	7/12/2020	Refunds
ENQ0538254	18/04/2020	Refunds
ENQ0545868	28/09/2020	Refunds
ENQ0541168	4/06/2020	Refunds
ENQ0539801	19/05/2020	Refunds
ENQ0538083	15/04/2020	Refunds
ENQ0541548	22/06/2020	Refunds
ENQ0540203	26/05/2020	Refunds
ENQ0538670	28/04/2020	Refunds
ENQ0540721	5/06/2020	Refunds
ENQ0539347	9/05/2020	Refunds
ENQ0547785	14/11/2020	Refunds
ENQ0537613	4/04/2020	Refunds
ENQ0539926	20/05/2020	Refunds

ENQ0552748	31/03/2021	Refunds
ENQ0538187	16/04/2020	Refunds
ENQ0542092	23/06/2020	Refunds
ENQ0540357	28/05/2020	Refunds
ENQ0539039	17/04/2020	Refunds
ENQ0540885	2/06/2020	Refunds
ENQ0550182	25/01/2021	Refunds
ENQ0538009	9/04/2020	Refunds
ENQ0540473	21/05/2020	Refunds
ENQ0540688	4/06/2020	Refunds
ENQ0547139	28/10/2020	Refunds
ENQ0537420	1/04/2020	Refunds
ENQ0539873	20/05/2020	Refunds
ENQ0538139	16/04/2020	Refunds
ENQ0540254	27/05/2020	Refunds
ENQ0538731	21/04/2020	Refunds
ENQ0544736	4/09/2020	Refunds
ENQ0540859	31/05/2020	Refunds
ENQ0539588	13/05/2020	Refunds
ENQ0549532	7/01/2021	Refunds
ENQ0540014	22/05/2020	Refunds
ENQ0540442	30/05/2020	Refunds
ENQ0540570	3/06/2020	Refunds
ENQ0539086	4/05/2020	Refunds
ENQ0537133	20/03/2020	Refunds
ENQ0539815	19/05/2020	Refunds
ENQ0550777	8/02/2021	Refunds
ENQ0538092	15/04/2020	Refunds
ENQ0541594	17/06/2020	Refunds
ENQ0538528	23/04/2020	Refunds
ENQ0538703	28/04/2020	Refunds
ENQ0544402	1/09/2020	Refunds
ENQ0540731	5/06/2020	Refunds
ENQ0547913	18/11/2020	Refunds
ENQ0552756	31/03/2021	Refunds
ENQ0538201	15/04/2020	Refunds
ENQ0542093	23/06/2020	Refunds
ENQ0540365	28/05/2020	Refunds
ENQ0539688	15/05/2020	Refunds
ENQ0550338	27/01/2021	Refunds
ENQ0538400	21/04/2020	Refunds
ENQ0540474	21/05/2020	Refunds
ENQ0543759	17/08/2020	Refunds
ENQ0539307	8/05/2020	Refunds
ENQ0537486	2/04/2020	Refunds
ENQ0539875	20/05/2020	Refunds

ENQ0552222	15/03/2021	Refunds
ENQ0538151	16/04/2020	Refunds
ENQ0540275	27/05/2020	Refunds
ENQ0538872	30/04/2020	Refunds
ENQ0544794	7/09/2020	Refunds
ENQ0540864	9/06/2020	Refunds
ENQ0537887	9/04/2020	Refunds
ENQ0540025	22/05/2020	Refunds
ENQ0538286	20/04/2020	Refunds
ENQ0549900	7/01/2021	Refunds
ENQ0549908	5/01/2021	Refunds
ENQ0550577	3/02/2021	Refunds
ENQ0539747	18/05/2020	Refunds
ENQ0542472	13/07/2020	Refunds
ENQ0538537	24/04/2020	Refunds
ENQ0538231	17/04/2020	Refunds
ENQ0540443	31/05/2020	Refunds
ENQ0539096	4/05/2020	Refunds
ENQ0540219	26/05/2020	Refunds
ENQ0545013	10/09/2020	Refunds
ENQ0540483	2/06/2020	Refunds
ENQ0538561	24/04/2020	Refunds
ENQ0538399	21/04/2020	Refunds
ENQ0539893	20/05/2020	Refunds
ENQ0538525	23/04/2020	Refunds
ENQ0539059	20/04/2020	Refunds
ENQ0538586	24/04/2020	Refunds
ENQ0539882	20/05/2020	Refunds
ENQ0540083	25/05/2020	Refunds
ENQ0546838	20/10/2020	Refunds
ENQ0553015	9/04/2021	Undisclosed charges
ENQ0539065	24/04/2020	Undisclosed charges
ENQ0538053	9/04/2020	Undisclosed charges
ENQ0536813	13/03/2020	Undisclosed charges
ENQ0539337	8/05/2020	Undisclosed charges
ENQ0546505	13/10/2020	Undisclosed charges
ENQ0539500	12/05/2020	Undisclosed charges
ENQ0537003	19/03/2020	Undisclosed charges
ENQ0541170	4/06/2020	Undisclosed charges
ENQ0539938	21/05/2020	Undisclosed charges
ENQ0539521	12/05/2020	Undisclosed charges