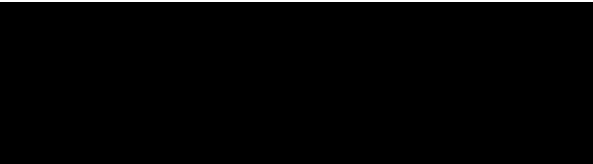



5 October 2020



By email only: 

Dear 

Official Information Act #20.052 - Complaints about Air New Zealand

1. We refer to your request received on 8 September 2020 for information about whether the Commerce Commission (**Commission**) has received any complaints about Air New Zealand Limited (**Air NZ**) in relation to COVID-19 and flight credits, since 1 March 2020.
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).
3. On 11 and 28 September 2020, we contacted you to clarify the scope of your request. On 28 September 2020, you confirmed the scope of your request is limited to the number of complaints.

Our response

4. We have decided to grant your request.
5. The Commission has received 191 complaints about Air NZ during the period from 1 March 2020 to 8 September 2020 containing the term "credit", in relation to COVID-19.¹
6. Our complaints database contains searchable fields for complaint reference number, contact type (complaint or general enquiry), date received, trader name, complainant name, complaint description, complaint status and complaint outcome. It does not contain a field for the issue(s) complained about.

¹ Complaints in relation to COVID-19 are tagged in our complaints database.

7. While we can keyword search across these fields, in this instance for “credit” in complaint description,² these searches rely on the information provided by consumers in making a complaint to the Commission (i.e. the words or phrases used), and the presence of a keyword in a complaint description may be incidental to the issue(s) complained about.
8. We note that Air NZ have now waived change fees and extended credit opt-in for domestic flights booked to travel before 31 March 2021.³
9. Please note the Commission will be publishing this response to your request in the Official Information Act register on our website. Your personal details will be redacted from the published response.
10. Please do not hesitate to contact us at oa@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard

OIA Coordinator

² In addition to “Air New Zealand” in trader name and “1 March 2020 - 8 September 2020” in date received.

³ <https://www.airnewzealand.co.nz/manage-bookings>