

19 March 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

Official Information Act #19.111 - Top 30 complained about companies

1. We refer to your Official Information Act 1982 (OIA) request received on 7 January 2020 for the names of the 30 companies the Commerce Commission (Commission) has received the most complaints about during the period from 1 January 2018 to 31 December 2018.
2. You asked for the information separated by month, containing the number of complaints received about each company per month during the relevant period.
3. On 13 January 2020, in response to our email of the same date, you advised that the relevant time period is 1 January 2019 to 31 December 2019.
4. On 11 February 2019, we advised you that we had decided to grant your request and the information would be provided on or before 19 March 2019.

Our response

5. **Attachment A** to this letter contains a list of the 30 companies the Commission has received the most complaints about during the period from 1 January to 31 December 2019. The list includes the number of complaints for each trader.
6. **Attachment B** to this letter contains the number of complaints received about each company per month during the relevant period.
7. It is important to read the list in the following context:
 - 7.1 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.

- 7.2 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.
 - 7.3 Larger traders are likely to generate more complaints as a function of their scale; we have not adjusted for this.
 - 7.4 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.
8. Please note the Commission will be publishing this response to your request in the Official Information Act register on our website.¹ Your personal details will be redacted from the published response.
 9. Please do not hesitate to contact us at ويا@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard

Mary Sheppard
OIA Coordinator

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

Attachment A - OIA 19.111		
Top 30 companies the Commerce Commission has received the most complaints about from 1 January to 31 December 2019		
Trader	Number of complaints	Rank
Viagogo	357	1
Vodafone	317	2
Spark ¹	287	3
Air New Zealand	125	4
Noel Leeming	124	5
2 Degrees	89	6
Foodstuffs ²	88	7
Woolworths ³	68	8
Quadsaa ⁴	67	9
The Warehouse	66	10
Wilson Parking ⁵	64	11
New Zealand Post	63	12
Trade Me ⁶	61	13
Z Energy ⁷	60	14
Vocus Communications ⁸	56	15
Harvey Norman	54	16
BP	53	17
Tru Water	52	18
PB Technologies	50	19
NZ Sale	50	19
Brand Developers ⁹	50	19
Chorus	49	20

¹ Including complaints received about Skinny Mobile and Big Pipe.

² Including complaints received about New World, PAK'nSAVE and Four Square.

³ Including complaints received about Countdown, Fresh Choice and SuperValue.

⁴ Trading as Pretty Penny Loans.

⁵ Including complaints received about Parking Enforcement Services.

⁶ Complaints about the Trade Me auction site, not Trade Me users.

⁷ Including complaints received about Caltex.

⁸ Including complaints received about CallPlus, Slingshot, Orcon, M2 Telecommunications and Flip.

⁹ Trading as TV Shop.

Attachment A - OIA 19.111		
Top 30 companies the Commerce Commission has received the most complaints about from 1 January to 31 December 2019		
Trader	Number of complaints	Rank
Trustpower	47	21
Loyalty New Zealand ¹⁰	45	22
1-Day	42	23
Jetstar	38	24
Apple	38	24
Genesis	37	25
Sephora	32	26
Kogan HK ¹¹	29	27

¹⁰ Trading as Flybuys.

¹¹ Trading as Dick Smith Electronics.

Attachment B - OIA 19.111

**Top 30 companies the Commerce Commission has received the most complaints about from 1 January to 31 December 2019
Complaints received per month**

Trader	January	February	March	April	May	June	July	August	September	October	November	December	Total
Viagogo	51	115	59	26	29	26	23	11	3	6	1	7	357
Vodafone	19	33	31	25	35	30	32	20	20	24	20	28	317
Spark ¹	15	18	13	16	20	23	20	22	31	83	21	5	287
Air New Zealand	12	12	12	13	9	7	10	11	10	11	12	6	125
Noel Leeming	8	10	10	8	27	12	4	8	6	11	9	11	124
2 Degrees	5	4	7	6	9	12	3	16	10	7	5	5	89
Foodstuffs ²	7	10	8	6	7	14	7	5	3	7	8	7	88
Woolworths ³	7	7	2	2	3	4	9	6	13	5	3	7	68
Quadsaa ⁴	4	2	3	2	5	2	14	15	9	2	4	5	67
The Warehouse	5	7	5	7	2	4	7	4	4	4	6	11	66
Wilson Parking ⁵	3	4	3	3	5	5	11	5	1	6	11	7	64
New Zealand Post	4	7	4	6	4	6	7	9	4	3	5	4	63
Trade Me ⁶	2	6	3	2	9	4	5	7	5	5	8	5	61
Z Energy ⁷	6	3	7	2	5	3	3	7	8	5	7	4	60
Vocus Communications ⁸	5	4	4	5	5	3	8	1	5	7	5	4	56
Harvey Norman	4	3	2	2	5	6	5	1	5	3	17	1	54
BP	1	2	3	1	4	1	2	3	6	16	4	10	53
Tru Water	0	4	5	7	4	4	6	4	3	3	4	8	52

¹ Including complaints received about Skinny Mobile and Big Pipe.

² Including complaints received about New World, PAK'nSAVE and Four Square.

³ Including complaints received about Countdown, Fresh Choice and SuperValue.

⁴ Trading as Pretty Penny Loans.

⁵ Including complaints received about Parking Enforcement Services.

⁶ Complaints about the Trade Me auction site, not Trade Me users.

⁷ Including complaints received about Caltex.

⁸ Including complaints received about CallPlus, Slingshot, Orcon, M2 Telecommunications and Flip.

Trader	January	February	March	April	May	June	July	August	September	October	November	December	Total
PB Technologies	3	7	5	5	4	5	4	6	1	1	4	5	50
NZ Sale	3	4	4	3	0	2	9	5	3	9	4	4	50
Brand Developers ⁹	5	5	4	2	2	5	8	2	3	4	5	5	50
Chorus	4	4	2	4	4	6	6	5	5	2	6	1	49
Trustpower	6	6	2	3	4	6	5	3	2	5	3	2	47
Loyalty New Zealand ¹⁰	0	0	0	0	0	0	0	0	28	17	0	0	45
1-Day	1	3	1	3	1	3	5	3	4	3	7	8	42
Jetstar	3	2	3	2	3	2	0	5	4	6	3	5	38
Apple	4	4	2	1	2	3	3	4	2	8	3	2	38
Genesis	4	3	3	1	2	2	2	3	5	2	3	7	37
Sephora	3	10	1	1	0	1	7	4	4	0	1	0	32
Kogan HK ¹¹	0	5	5	2	3	1	1	4	1	2	2	3	29

⁹ Trading as TV Shop.

¹⁰ Trading as Flybuys.

¹¹ Trading as Dick Smith Electronics.