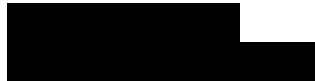


20 November 2025



Kia ora 

Official Information Act request 25.101

Thank you for your request of 29 October 2025 for the following information under the Official Information Act 1982 (the OIA):

- 1. Number of complaints the Commerce Commission has received from 1/04/2024 - 31/03/2025.*
- 2. Number of complaints the Commerce Commission has received from 1/04/2025 - 30/06/2025.*
- 3. How many of the above complaints did the Commerce Commission fail to investigate.*

Our response

Before responding to your request in detail, it is important to clarify that the Commission reports on overall 'concerns received', not just complaints. Doing so better reflects the wide range of information we receive from the public, which may include but is not limited to, complaints.

With this in mind, the Commission can confirm that between 1 April 2024 and 31 March 2025, we received 11,569 concerns. Between 1 April 2025 and 30 June 2025, another 2,912 concerns were reported to us.

It is important to note that concern numbers alone do not paint a complete picture of compliance with the law. The fact that concerns have been reported to us does not necessarily mean that traders in every instance have done anything wrong, or any harm has been caused to any consumer or competitor. In other words, thousands of concerns received does not necessarily reflect thousands of breaches of the law.

To answer your third question, the Commission often shares information about the work that we do via our Case Register. This can be found on our website at: <https://comcom.govt.nz/case-register>.

We publish to our Case Register when concerns are accepted for further assessment, or an investigation begins. The facts and the context of each case determine what detail we publish but often includes information about investigations of businesses or individuals under the laws that we enforce.

When deciding what to investigate, we consider whether there is a reasonable basis to suspect a breach of the laws we enforce as well as our [enforcement criteria](#) and [current priorities](#). The decision to take no further action regarding a specific concern reflects these different circumstances, not failure on the part of the Commission.

It is also worth noting that individual concerns do not always reflect investigations on a case-by-case basis. On occasion, we may receive hundreds of similar concerns about one company, which then lead to one formal investigation. Conversely, one concern may be significant enough to result in an investigation.

Further information

If you have any questions about this response, please do not hesitate to contact us at oia@comcom.govt.nz.

If you are not happy with our response, you have the right to complain to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz.

Finally, confirming the Commission may publish this response on our website as part of our proactive release process. All personal information will be redacted prior to publication.

Ngā mihi nui



Adam McFerran

Senior Advisor | OIA & Information