

25 November 2025



Kia ora

Official Information Act request 25.113

Thank you for your request of 6 November 2025 for information about New Zealand Post (NZ Post) under the Official Information Act 1982 (the OIA).

“...could you please provide information on how many complaints about NZ Post you have received in the past 10 years? Additionally, how many of those were investigated, and what were the outcomes?”

Our response

Before responding to your request, please note that the Commerce Commission (the Commission) now reports on overall ‘concerns received’. This is because the wider range of information we receive from the public may include, but is not limited to, complaints.

The Commission has received 702 reported concerns about NZ Post between 5 November 2015 to 6 November 2025, broken down by year in the table below:

Year	Concerns
2015	0
2016	21
2017	36
2018	47
2019	66
2020	87
2021	94
2022	69
2023	104
2024	106
2025 (up to 6 November 2025)	72
Total	702

It is also important to consider concerns numbers in the following context:

- Concerns data on its own cannot paint a complete picture of compliance with the law. The fact that an enquiry 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 concerns will not be investigated by the Commission because they are unfounded or outside our jurisdiction, and some enquiries that are investigated will not proceed to further action.
- The concerns 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 concerns on the same matter are likely to have reached other bodies instead of the Commission.
- Larger traders are likely to generate more concerns as a function of their scale. Traders with a larger brand or public profile might also generate more concerns; we have not adjusted for this.
- Concerns 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 concerns.

In response to your second question, the Commission receives approximately 15,000 concerns per year. 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](#). This inevitably means we cannot investigate everything.

The vast majority of concerns about NZ Post (precisely 690) resulted in 'No Further Action' taken. This would have been for several reasons which include, but are not limited to, circumstances where we consider the complaint is better suited to private action by the complainant, the concern is subject to the jurisdiction of another agency, or where there is no clear breach of the law.

Of the remaining concerns, six resulted in IPTTs being sent to NZ Post. An IPTT is a letter we provide to help a company understand and better comply with their legal obligations.

In terms of full formal investigations, we can confirm there have been a total of three.

Further information

We hope this response has been helpful. 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



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