

31 March 2026



Kia ora 

Official Information Act request 25.163

Thank you for your request of 19 January 2026 under the Official Information Act 1982 (OIA) for the following information:

“The names of the 20 most complained-about businesses in the 2025, 2024, 2023, 2022, and 2021 calendar years, and how many complaints were received for each individual business. I would like this data to be provided individually year by year.

- *Are there any notable themes to the 2025 complaints?*
- *Are any of the businesses on the 2025 list of top 20 being investigated by the Commerce Commission, as a result of the complaints? If so, which ones?*
- *Total number of complaints received about all businesses in 2025, 2024, 2023, 2022, and 2021. I would like this data to be provided individually year by year”*

Our Response

All complaints (which we refer to as concerns) received by the Commission are entered into our database. The Commission categorises incoming contacts as concerns if they raise a potential issue under one or more of the Acts that the Commission enforces, whether this is later investigated or not. Concerns to the Commission help us to better understand where to focus our activity and resources include identifying potential areas we should investigate.

It is important to consider concern numbers in the following context:

- Concern data on its own cannot paint a complete picture of compliance with the law. The fact that a concern has been received does not necessarily mean that there has been a complaint, 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 concerns that are investigated will result in no further action being taken.

- The concern data only reflects what consumers have chosen to report to the Commission or to other organisations that have in turn provided that information to the Commission; is reported from the consumer's perspective only.
- Larger traders, and those with a high public profile, are likely to generate more concerns as a function of their scale; our data has not been adjusted for this.
- Concern 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 individual concerns.

We have identified the names of the top 20 entities that received the highest number of concerns and the number of concerns received by the Commission about each business in the years 2021 to 2025. This information is set out in **Appendix A**.

Please note that in some instances we have concerns that spread across multiple banners within a company structure (such as Foodstuffs) and the concerns relate to retail brands which can be separate from corporate structures, for example: Foodstuffs South Island Limited and Foodstuffs North Island Limited are independent cooperatives with different governance, practices and processes and operate exclusively in the South and North Islands respectively. It is not possible to advise which concerns about New World and Pak'n'Save relate to which cooperative.

Themes for 2025

There are 10 notable themes that are common among the concerns in 2025. We have listed these themes alongside our definition of each in the table in **Appendix B**.

Investigations 2025

10 entities listed in the top 20 concerns in 2025 are being investigated by the Commission as a result of concerns received.

We have listed the name of one entity in **Appendix C**.

Please note, we have withheld the names of 9 entities we are currently investigating as release of their names at this time would likely prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial under section 6(c) of the OIA.

Total Concerns

We have identified the total number of concerns received by the Commission about all businesses in the years 2021 to 2025. This information is set out in the table below.

Year	Concerns
2021	8719
2022	9415
2023	12307
2024	10944
2025	12550

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 oja@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.

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.

Ngā mihi nui

OIA Coordinator | OIA & Information

Appendix A: Top 20 entities to receive the most concerns 2021-2025

Top 20 entities to receive the most concerns 2021		
Rank	Entity	Number of concerns
1	One New Zealand Group Limited	188
2	Progressive Enterprises Limited T/A Countdown	184
3	New World (Foodstuffs)	174
4	Noel Leeming Group Limited T/A Noel Leeming	166
5	Viagogo	144
6	Spark New Zealand Limited	130
7	Air New Zealand Limited	103
8	New Zealand Post Limited	95
9	Trade Me Limited (auction site) ¹	87
10	PB Technologies Limited	80
11	Pak'n'Save (Foodstuffs)	79
12	Two Degrees New Zealand Limited	59
13	Trade Depot Limited	55
14	Kogan HK Limited T/A Dick Smith Electronics	53
15	Harvey Norman Stores (NZ) Pty Ltd T/A Harvey Norman	52
16	The Warehouse Limited	52
17	HelloFresh New Zealand Limited	45
18	Aramex New Zealand Holdings Limited	43
19	Chorus New Zealand Limited	42
20	Brand Developers Limited	42

¹ Concern data pertaining to Trade Me Limited (auction site) and Trademe does not include enquiries about Trade Me users. Trade Me user enquiries are logged separately against the entity that is the subject of the concern.

Top 20 entities to receive the most concerns 2022		
Rank	Entity	Number of concerns
1	We Are Bamboo Limited	238
2	Progressive Enterprises Limited T/A Countdown	186
3	One New Zealand Group Limited	186
4	Spark New Zealand Limited	149
5	Air New Zealand Limited	139
6	Pak'n'Save (Foodstuffs)	130
7	The Warehouse Limited T/A Noel Leeming	87
8	Two Degrees New Zealand Limited ²	87
9	Viagogo	80
10	Sky Network Television Limited	77
11	Jetstar Airways Pty Limited	68
12	New World (Foodstuffs)	67
13	New Zealand Post Limited	65
14	The Warehouse Limited	63
15	Chemist Warehouse Limited	62
16	Shekou New Zealand Limited	54
17	Trade me	51
18	Ticketek New Zealand Limited	51
19	PB Technologies Limited	49
20	Wilson Parking New Zealand Limited	44

² Includes combined Two Degrees Mobile Limited and Vocus NZ concerns.

Top 20 entities to receive the most concerns 2023		
Rank	Entity	Number of concerns
1	Progressive Enterprises Limited T/A Countdown	402
2	Kogan Australia Pty Ltd	270
3	New World (Foodstuffs)	266
4	One New Zealand Group Limited	265
5	Air New Zealand Limited	235
6	Pak'n'Save (Foodstuffs)	215
7	HelloFresh New Zealand Limited	199
8	Two Degrees New Zealand Limited ³	153
9	Spark New Zealand Limited	145
10	Sky Network Television Limited	125
11	New Zealand Post Limited	101
12	The Warehouse Limited T/A Noel Leeming	91
13	Fullers Group Limited	83
14	Chemist Warehouse Limited	78
15	Duco Events Australia Pty Ltd	71
16	Containerpools Limited	60
17	Jetstar Airways Pty Limited	59
18	The Warehouse Limited	58
19	Mercury Energy Limited	53
20	Smart Compliance Management	52

³ Includes combined Two Degrees Mobile Limited and Vocus NZ concerns.

Top 20 entities to receive the most concerns 2024		
Rank	Entity	Number of concerns
1	Woolworths New Zealand Limited ⁴	421
2	Pak'n'Save (Foodstuffs)	219
3	One New Zealand Group Limited	207
4	Air New Zealand Limited	199
5	New World (Foodstuffs)	182
6	Spark New Zealand Limited ⁵	132
7	Two Degrees New Zealand Limited	124
8	Trade Me Limited ⁶	120
9	Sky Network Television Limited	112
10	New Zealand Post Limited	106
11	Parking Enforcement Services	86
12	Uber New Zealand Technologies Limited	86
13	Wilson Parking New Zealand Limited	83
14	Kogan Australia Pty Ltd	82
15	The Warehouse Limited T/A Noel Leeming	82
16	The Warehouse Limited	71
17	Smart Compliance Management	66
18	Pb Technologies Limited	64
19	Latitude Financial Services Limited	55
20	Mercury Energy Limited	51

⁴ Includes Woolworths NZ limited and Woolworths NZ group limited combined.

⁵ Includes Spark NZ Trading and Spark NZ Limited combined.

⁶ Concern data pertaining to Trade Me Limited (auction site) and Trademe does not include concerns about Trade Me users. Trade Me user concerns are logged separately against the entity that is the subject of the concern.

Top 20 entities to receive the most concerns 2025		
Rank	Entity	Number of concerns
1	Juicy Festival Limited	493
2	Woolworths New Zealand Limited ⁷	322
3	Pak'n'Save (Foodstuffs)	260
4	Timeless Events New Zealand Limited	235
5	One New Zealand Group Limited	233
6	New World (Foodstuffs)	190
7	Air New Zealand Limited	180
8	Trade Me Limited ⁸	162
9	Sky Network Television Limited	149
10	Spark New Zealand Limited ⁹	139
11	Two Degrees New Zealand Limited	131
12	Smart Compliance Management	112
13	Kogan Australia Pty Ltd	106
14	Uber New Zealand Technologies Limited	104
15	The Warehouse Limited T/A Noel Leeming	95
16	New Zealand Post Limited	86
17	Wilson Parking New Zealand Limited	83
18	Pb Technologies Limited	80
19	Chemist Warehouse Limited	79
20	Parking Enforcement Services	74

⁷ Includes Woolworths NZ Limited and Woolworths NZ group Limited combined.

⁸ Concerns data pertaining to Trade Me Limited (auction site) and Trademe does not include concerns about Trade Me users. Trade Me user enquiries are logged separately against the entity that is the subject of the concern.

⁹ Includes Spark NZ Trading and Spark NZ Limited combined.

Appendix B: Notable themes in all concerns 2025

Notable themes in all concerns 2025	
Most complained about themes	Definition
Refunds	Concerns which raise a refund as an issue, this could include concerns where the Trader has said they will provide a refund but have not. (Where it appears that the main issue raised is a 'Warranty Issue' or 'CGA' one then uses those as the Primary Issue and select Refunds in 'Other issues').
Promotions	Concerns related to the trader's promotion of their goods or service. Issues: sales, reductions in price, free gifts or other bonuses. Not to be used where the issue concerns the normal price of goods for example the price tag on a supermarket shelf. (where there is a specific issue such as 'Loyalty Schemes' select that as the 'Primary Issue' then if it also relates to promotions select Promotions as an 'Other Issue').
Characteristics	Concerns related to the characteristic of a good or service.
Fault with Good or Service	Concerns about an item or service having a fault. Where the concern also raises a refund, repair or replacement request, or it appears the consumers CGA rights have been misrepresented then select CGA as the primary issue.
Price Inaccuracies	Where the issue is a difference between the price advertised (either in store or in advertising) and the checkout price.
Contractual issues	Concerns regarding the contract between the consumer and the Trader.
Billing Issues	Concerns with billing – this could include issues such as estimate billing, issues with receiving bills, or paying them etc.
High price Concerns	Concerns that the price of good/service is too high, including comparisons with other areas, and traders (where no Other Issue arises), and changes in price.
Non Delivery	Where the complainant does not receive the item paid for. Does not include concerns where the item was delivered but outside a given timeframe ('Delivery Time').

Notable themes in all concerns 2025	
Most concerned about themes	Definition
Undisclosed Charges	Concerns that the Trader did not disclose charges.

Appendix C: Current investigation in the Top 20 entities to receive the most concerns 2025

2025 Rank	Entity Name
7	Air New Zealand Limited