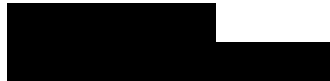


2 April 2026



Kia ora 

Official Information Act request 25.203

Thank you for your email of 19 March 2026 asking for the following information under the Official Information Act 1982:

“Under the Official Information Act 1982, I request the following information regarding the business Motorworks Mechanical and Electrical Limited, located at 7 Russell Street, Masterton.

The total number of complaints or enquiries received by the Commerce Commission concerning this business in the last 5 years.

A summary of the nature of these complaints (e.g., related to the Fair Trading Act, misleading pricing, or quality of parts/repairs), ensuring any personal identifying information is redacted.

The outcome of any such complaints (e.g., whether they resulted in an investigation, a warning letter, or no further action).

If any part of this request is refused, please provide the specific reason for the refusal under the Act.”

Response

There has been one reported concern about Motorworks Mechanical and Electrical Limited in the timeframe you requested, and this was received in November 2025.

The concern alleged breaches of section 13(b) of the Fair Trading Act (false or misleading representations) during a Warrant of Fitness inspection. No further action

was taken as the breach was unclear and deemed better suited to private action or another agency.

Please note, concern data on its own does not reflect Motorworks Mechanical and Electrical Limited's compliance with the law. The fact that concerns have been received does not necessarily mean that a trader has done anything wrong, or any harm has been caused to any consumer or competitor.

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 oiacomcom.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. Any personal information will be redacted prior to publication.

Ngā mihi nui



Irené Kilford
Senior Advisor | OIA & Information