

RE: # 534074

From: Commerce Commission Enquiries (contact@comcom.govt.nz)

To: responsiblecampersassoc@yahoo.com

Date: Thursday, 4 June 2020, 09:04 am NZST

Dear Bob

Thank you for the information you provided the Commerce Commission regarding the NZMCA.

We assess every complaint we receive, but because we receive thousands of complaints each year we are unable to investigate all of them. Our focus is to make sure New Zealand markets work well and consumers and businesses are confident when buying or selling goods and services. This means that we tend to be most interested in the issues causing widespread harm to New Zealanders.

### Our decision

We have now completed our assessment of the concerns you have raised. We believe your concerns have merit. We intend to contact the NZMCA if resources allow and bring the issues involved to their attention. This is to assist them in better understanding and complying with the law.

Our intention is to educate the trader rather than investigate at this time. We find that raising such issues directly with businesses can help them to understand their legal obligations. If we do contact the trader, we will **not** refer to you by name but will discuss the concerns you have raised more generally. As this is dependent on resource we cannot give you a timeframe for when this may happen.

Thank you again for your complaint information. We will keep the information in our complaints database. We use this database to identify business practices of possible concern and may refer to your complaint to help us decide whether to investigate similar behaviour in the future. This database also helps us to decide how we can best assist businesses to understand and comply with the law.

If you want to know more about how we choose our investigations please see our [enforcement criteria](#) on our website.

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### Further options you may wish to consider

Our decision not to take further action on your complaint does not prevent you from taking your own independent legal action. For example, independent legal action may be taken through the District Courts or the Disputes Tribunal. Only the courts can decide whether the laws that the Commission enforces have been broken.

You may be eligible for free legal advice from a [Community Law Centre](#) near you.

Thank you for taking the time to contact us, your complaint number **534074** is now closed.

Yours sincerely,



**Sam Craig**

**Enquiries Officer**

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