

From: Yvette Popovic [Yvette.Popovic@comcom.govt.nz]

Sent: Friday, 2 March 2007 4:27 p.m.

To: Jenny Walton

Subject: Comments on the Approval method for consumer complaints resolution schemes

Hi Jenny, we only have two comments to make in respect of the Consultation paper:

1. The Commerce Commission's view is that, whichever consumer complaints system is approved, the Commission would prefer that, where systemic issues arise that indicate a prima facie breach of the Fair Trading Act or of any of the legislation that the Commission enforces, that these issues are referred to the Commerce Commission.
2. We would suggest an addition to the six guiding principles of the Australian Benchmarks and that relates to transparency. We would like to see a robust and transparent complaints procedure, for example, published case notes, explaining decisions that have been reached and where appropriate, the reasons for this.

Thanks for the opportunity to comment.

Regards, Yvette

Attention:

The information contained in this e-mail may be legally privileged and CONFIDENTIAL. If you are not the intended recipient you are hereby notified that any use, dissemination, distribution or reproduction of this message is prohibited. If you have received this message in error, please delete the message and notify the sender. Any views or opinions presented are solely those of the author and are not those of the Commerce Commission.
