

28 August 2018

Yang Li

Via FYI: [fyi-request-8547-f6018f40@requests.fyi.org.nz](mailto:fyi-request-8547-f6018f40@requests.fyi.org.nz)

Dear Mr Li

### **Official Information Act #18.046 Homeopathic Products**

1. We refer to your request made under the Official Information Act 1982 (OIA) of 22 August 2018 for the following information, since the year the Commerce Commission (Commission) was established:
  - 1.1 how many complaints have been received relating to homeopathic products;
  - 1.2 how many self-initiated investigations the Commission has made relating to homeopathic products;
  - 1.3 the names of the parties complained about or investigated, and the specific claims made that triggered the complaint/investigation; and
  - 1.4 what actions were taken in each case, and the outcome that resulted.

### **Scope of request**

2. The Commission was established in 1986; therefore your request encompasses a 32 year period.
3. The Commission's retention and disposal schedule requires us to keep complaints material for five years, low level investigation material for seven years, and litigation material indefinitely.
4. The Commission received a similar OIA request in March 2017. This request was also made via FYI.org.nz, and is publically available at <https://fyi.org.nz/request/5560-homeopathic-products-fair-trading#incoming-18724>
5. Our response to the earlier FYI request provides the information you have requested at [1.1] and [1.2], and part of the information you have requested at [1.4], for the period from 16 March 2012 to 16 March 2017.
6. In response to your request, we propose to bring the information at [1.1] and [1.2] up to date as at 16 August 2018, and assess the material at [1.3] and additional

material at [1.4] for release, for the period from 16 March 2012 to 16 August 2018 (in so far as it is still available).

7. Alternatively, we invite you to amend or clarify your request, bearing in mind the data retention periods at [3] above. We are happy to have a discussion with you about the way/s in which you could amend or clarify this request.
8. If you are not satisfied with the Commission's response to your request, section 28(3) of the OIA provides you with the right to ask an Ombudsman to investigate and review this response. However, we would welcome the opportunity to discuss any concerns with you first.
9. If you have any questions in regards to this request, please do not hesitate to contact us at [uia@comcom.govt.nz](mailto:uia@comcom.govt.nz)

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Nadine Fathers', written in a cursive style.

Nadine Fathers  
OIA Coordinator

Released under the Official Information Act 1982