



MINISTRY OF CONSUMER AFFAIRS
MANATŪ KAIHOKOHOKO

Contact us

Before contacting us:

Be aware of what we can and can't do for you.

The Ministry of Consumer Affairs does not have investigative or enforcement powers. The areas where we can receive and investigate complaints are limited to complaints regarding unsafe products, short measure goods and fuel quality. We can provide you with information, but in most cases are unable to take direct action with a consumer complaint.

We are only able to assist with complaints for consumer issues that occurred in New Zealand.

[For information about who else can help, see what we don't do and who can help.](#)

Check out the information on our website

If you have a problem as a consumer or a business (eg, faulty goods or services, contractual disputes, scams, product safety, etc) or if you are doing a school or university assignment or research, then check out the information on our website:

[For Consumers](#)

[For Business](#)

[Scamwatch](#)

[About MCA](#)

[Useful links to related consumer sites](#)

Head Office contact information


Level 7, 33 Bowen Street, PO Box 1473, Wellington 6140, New Zealand

For general inquiries

Telephone: 04 474 2750

Fax: 04 473 9400

[Send us an email](#) or use our [on-line contact form](#).

For feedback about this website, please use the feedback form by clicking on this icon:  located at the top right of your screen.

To report an unsafe product, make a weight or measure or fuel quality complaint:

Telephone: 0508 MAPSS INFO (0508 627 774)

International Clients: 00 64 3 962 2580

You can also report an unsafe product by completing the [safety incident form online](#).

You can [email us](#) with a complaint about fuel quality.

For compliance enquiries:

Please note that the Ministry of Consumer Affairs does not provide testing or accreditation services, and is unable to offer legal or compliance advice. [See here for further information](#).

For product recalls:

For information and advice about how to recall a product visit [About Product Recalls](#).

For publication requests:

To request publications please see our [Publications section](#).

For media inquiries:

For news, media releases and contacts please visit our [Media centre](#).