

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Budget Estimates

2017 - 2018

Division/Agency: Australian Competition and Consumer Commission

Question No: 42

Topic: Consumer super complaints

Reference: Written

Senator: Ketter, Chris

Question:

The recent Productivity Commission report into Consumer Law Enforcement and Administration recommended, inter alia, the creation of a ‘supercomplaints’ system whereby consumers could work together – potentially with a coordinating organisation – to lodge a joint complaint to an ACL regulator or regulators. Has the ACCC done any work about what this might look like? Has the ACCC briefed the Minister on the Productivity Commission’s report? Is this something that in the ACCC’s view would enhance protections and recourse for aggrieved consumers?

Answer:

The ACCC is currently working with State and Territory Australian Consumer Law (ACL) regulators, the Treasury and the Australian Securities and Investments Commission (ASIC) in relation to the Productivity Commission’s (PC) study into Consumer Law Enforcement and Administration, including the PC’s finding that there are grounds for enabling consumer bodies to lodge ‘super complaints’ on behalf of classes of consumers. Work on consideration of the PC’s study is ongoing.