

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Budget Estimates

20-21 November 2013

Question: SBT 79

Topic: Unconscionable Conduct Complaints

Written: 28 November 2013

Senator WHISH-WILSON asked:

79. Can the ACCC provide the number of complaints they have received each financial year for the last five years in regards to unconscionable conduct of supermarkets?

Answer:

79. Over the last five years, the ACCC complaint database records indicate 34 complaints in regards to unconscionable conduct of supermarkets.

The ACCC notes that complaints may sometimes raise concerns under a number of provisions of the *Competition and Consumer Act 2010*, and may be recorded under one provision without reference to the others. Our experience is that complaints recorded under the description of misleading conduct may on further examination raise concerns as to unconscionable conduct.

The ACCC also notes that the complaint database does not record all matters arising from its current investigations.

Financial year	Number of complaints
2009-2010	1
2010-2011	1
2011-2012	9
2012-2013	19
2013-2014	4