

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS

ANZ

ANZ62QON: Dr ALY: And could you also please check—and perhaps this is a question on notice—how many contact officers you have within your organisation who are fully trained to take complaints and be points of contact for complaints of various natures within your organisation, please?

Mr Elliott: Sure. I will get you that data. As I say, we also report all of that data, and not just the number of people who take the complaints but the number of complaints, the nature of the complaints, the nature of the consequences and how long they take to investigate et cetera. All of that data is made available to our board at a regular level.

Answer: ANZ has ~40 full time equivalent employees who are trained to take, and be points of contacts for, complaints from our employees.