

**Senate Economics Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Treasury Portfolio**

Additional Estimates

2016 - 2017

**Division/Agency:** Australian Competition and Consumer Commission

**Question No:** 130

**Topic:** Retail ombudsman

**Reference:** Written

**Senator:** Ketter, Chris

**Question:**

1. Has the ACCC come across any proposals for a retail sector ombudsman, similar to those in place in the telecommunications and financial services sectors (TIO and FOS respectively)?

a. If so, what assessment has the ACCC made on the need for and potential effectiveness of such an ombudsman service?

b. Has the ACCC briefed the Minister on the proposals? If so, when, and what outcomes did it lead to?

**Answer:**

1.a-b. The ACCC is aware that there was some initial discussion on the proposal from some stakeholders of a retail sector ombudsman during the Australian Consumer Law Review and this was canvassed in the review's Interim Report. The ACCC did not brief the Minister in relation to the proposal.