

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Additional Estimates

23 – 24 February 2011

Question No: AET 163

Topic: Breached of the Dispute Resolution Process

Hansard Page: E 57

Senator Ryan asked:

Senator RYAN—Could I ask you to take on notice whether you have received any complaints in relation to breaches of the dispute resolution process under the various codes in operation. I would be happy for you to take that on notice.

Mr Ridgway—Yes.

Answer:

The ACCC:

- received 172 complaints alleging breaches of the dispute resolution procedure under the Franchising Code of Conduct since its commencement in 1998.
- received one complaint alleging a breach of the dispute resolution procedure under the Oilcode, since its commencement in 2007.
- has not received any complaints alleging breaches of the dispute resolution procedure under the Horticulture Code, since its commencement in 2007.

The Unit Pricing Code does not contain a dispute resolution procedure.