

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Additional Estimates

23 – 24 February 2011

Question No: AET 31

Topic: ACCC – COMPLAINTS LINE

Hansard Page: Written

Senator Ryan asked:

- How many complaints has the ACCC received from small business?
- Can you please provide a breakdown of the issues raised in complaints from small business for the 2008-09 and 2009-10 financial year?

Answer:

The ACCC received the following complaints, from small business, where the complainants identified themselves as such:

Year	Number of complaints
2008–09	1,557
2009–10	2,491

Key issues raised by small business in this period include:

- § contractual nature complaints
- § unsolicited services (including scams) complaints
- § unconscionable conduct allegations
- § misrepresentation allegations
- § misuse of market power allegations
- § retail warranty related issues
- § a refusal to deal.

The increase in complaints in 2009–10 can largely be attributed to an increase in reports of scam based activity targeting small business, and complaints relating to disputes of a contractual nature.