

Senate Economics Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Treasury Portfolio
Budget Estimates 29, 30 & 31 May 2007

Question: bet 45 (ACCC)

Topic: Franchise / Leasing & Rental Complaints

Hansard Page: E50

Senator MURRAY asked:

Senator MURRAY—Thank you very much. I have another statistical question about franchising complaints. I have seen a lift in media reports on franchising. Are you getting more or fewer complaints? How many franchising complaints have you had in the same time period we have just discussed?

Mr Cassidy—I cannot for quite the same time period, so I suspect I will end up taking some of this on notice. But so far in this calendar year we have recorded 283 contacts in relation to franchising, of which 179 were complaints.

Senator MURRAY—You would not have courts in there—

Mr Cassidy—I do not have the figures in front of me, but I think I would be fairly safe in saying that we have probably had an increase in the number of complaints we are getting in relation to franchising—I have a chart in front of me that tells me we have—over the last 12 months or so. But, again, let me say that is an increase. I am talking about numbers of 179 out of 50,000-odd complaints that we receive a year. Let me take that on notice and we will be able to give you more detail on those figures.

Senator MURRAY—Forgive me if I did not pick this up earlier; I do not think it was asked. How many leasing or rental related complaints were there?

Mr Cassidy—Let me take that on notice as well, because we might need just to unpick that. At the moment, some rental/leasing complaints might have been recorded under unconscionable conduct. Some might be recorded under other areas of conduct under the act. We will need to manipulate our database a bit to pull that figure together for you.

Answer:

Retail Tenancy

The ACCC received 139 complaints in relation to retail tenancy between 1 July 2006 and 30 June 2007.

Franchising

Complaints received in relation to franchising have decreased over the past 3 financial years. In 2004-05 the ACCC received 718 complaints. In year 2005-06 the ACCC received 601 complaints, and in the financial year 2006-07 the ACCC received 525 complaints.