

Senate Standing Committee on Economics
ANSWERS TO QUESTIONS ON NOTICE
Innovation, Industry, Science and Research Portfolio
Budget Estimates Hearing 2009-10
01 June 2009

AGENCY/DEPARTMENT: INNOVATION, INDUSTRY, SCIENCE AND RESEARCH

TOPIC: BANK COMPLAINTS CLEARING HOUSE

REFERENCE: Question on Notice (Hansard 1 June 2009, E 76-77)

QUESTION No.: BI-76

Senator RONALDSON: Of the complaints received by the clearing house, how many of them were having difficulty obtaining finance from their local bank branches?

ANSWER

Complaints can be made about access to and the cost of bank finance. These complaints are passed on through the Australian Bankers Association (ABA) to senior bank management for response.