

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

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**AGENCY/DEPARTMENT:** INNOVATION, INDUSTRY, SCIENCE AND RESEARCH

**TOPIC:** BANK COMPLAINTS CLEARING HOUSE

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

**QUESTION No.:** BI-77

**Senator RONALDSON:** Has the Department personally seen aggregate data on how referrals to the Australian Bankers Association (ABA) from the clearing house are going?

**ANSWER**

Refer to BI-81. The purpose of the clearing house is to elevate complaints to senior bank management from the local branch level. We are aware some complaints have been positively resolved, but this is a confidential matter between the bank and its customer.