

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 79-80)

QUESTION No.: BI-81

Senator RONALDSON: What success has the clearing house had in actioning the complaints? What has happened to the others complaints that have not been actioned? How many complaints have not yielded a positive result?

ANSWER

As of 1 June 2009:

- 31 inquiries have been assessed and completed by the Australian Bankers Association (ABA);
- 10 inquiries are with the ABA for assessment;
- 15 inquiries are awaiting further information from the complainant; and
- 4 complainants have advised that they do not want their complaint taken further.

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, which we respect.