

--	--

[Home \(/\)](#) > [Consultations \(/consultation\)](#) > External dispute resolution and complaints framework

External dispute resolution and complaints framework

This consultation process has now been completed. Submissions available

Date: 17 May 2017 - 14 June 2017

Consultation Type: Consultation Paper

Key Documents

[Consultation Paper \(/sites/default/files/2019-03/C2017-022_Consultation_Paper.docx\)](/sites/default/files/2019-03/C2017-022_Consultation_Paper.docx) - DOCX
141.25 KB

[Explanatory Memorandum \(/sites/default/files/2019-03/C2017-022_Explanatory_Memorandum.docx\)](/sites/default/files/2019-03/C2017-022_Explanatory_Memorandum.docx) - DOCX 130.97 KB

[Fact Sheet \(/sites/default/files/2019-03/C2017-022_Fact_Sheet.docx\)](/sites/default/files/2019-03/C2017-022_Fact_Sheet.docx) - DOCX 178.92 KB

[Exposure draft - Treasury Laws Amendment - External Dispute Resolution - Bill 2017 \(/sites/default/files/2019-03/C2017-022_Treasury-Laws-Amendment-External-Dispute-Resolution-Bill-2017.pdf\)](/sites/default/files/2019-03/C2017-022_Treasury-Laws-Amendment-External-Dispute-Resolution-Bill-2017.pdf) - PDF 501.9 KB

[Exposure draft - Treasury Laws Amendment - External Dispute Resolution - Regulations 2017 \(/sites/default/files/2019-03/C2017-022_Treasury-Laws-Amendment-External-Dispute-Resolution-Regulations-2017.pdf\)](/sites/default/files/2019-03/C2017-022_Treasury-Laws-Amendment-External-Dispute-Resolution-Regulations-2017.pdf) - PDF 359.29 KB

On 9 May the Government accepted all 11 recommendations of the Review of the financial system external dispute resolution and complaints framework (the Ramsay Review). These recommendations include the establishment of a one-stop shop for all financial disputes, including superannuation disputes. The Government's response can be found on the [Treasurers website \(http://sjm.ministers.treasury.gov.au/media-release/044-2017/\)](http://sjm.ministers.treasury.gov.au/media-release/044-2017/) and the [Final report \(/node/3265\)](/node/3265) is available.

--	--

In addition, the Government is also releasing a consultation paper to seek additional feedback on a range of matters, including whether the compensation caps for certain financial products, such as mortgages and general insurance products, should move immediately to \$1 million upon commencement of the new one stop shop. The Government is also seeking stakeholder feedback on the implications of removing the requirement for credit representatives to be members of the new one-stop shop.

The Government invites all interested parties to make a submission.

Update - the consultation process on the external dispute resolution and complaints framework was updated on 5 June to include a note requesting feedback on the proposed authorisation process for the AFCA.

On 14 September the Government announced its intention to make a number of amendments to the Bill in response to consultation. Details on changes to the Bill and matters AFCA will need to address in its TORs are in the [AFCA fact sheet \(/sites/default/files/2019-03/AFCA_Fact_Sheet.docx\)](/sites/default/files/2019-03/AFCA_Fact_Sheet.docx).

Submissions

42 submissions were received for this consultation.

[ASSOCIATION OF FINANCIAL ADVISERS \(/SITES/DEFAULT/FILES/2019-03/ASSOCIATION-OF-FINANCIAL-ADVISERS_1.PDF\)](/SITES/DEFAULT/FILES/2019-03/ASSOCIATION-OF-FINANCIAL-ADVISERS_1.PDF) - PDF 961.1 KB

[ASSOCIATION OF INDEPENDENTLY OWNED FINANCIAL PROFESSIONALS \(/SITES/DEFAULT/FILES/2019-03/ASSOCIATION-OF-INDEPENDENTLY-OWNED-FINANCIAL-PROFESSIONALS.PDF\)](/SITES/DEFAULT/FILES/2019-03/ASSOCIATION-OF-INDEPENDENTLY-OWNED-FINANCIAL-PROFESSIONALS.PDF) - PDF 2.64 MB

[ASSOCIATION OF SECURITIES AND DERIVATIVES ADVISERS OF AUSTRALIA \(/SITES/DEFAULT/FILES/2019-03/ASSOCIATION-OF-SECURITIES-AND-DERIVATIVES-ADVISERS-OF-AUSTRALIA.PDF\)](/SITES/DEFAULT/FILES/2019-03/ASSOCIATION-OF-SECURITIES-AND-DERIVATIVES-ADVISERS-OF-AUSTRALIA.PDF) - PDF 195.82 KB

[ASSOCIATION OF SUPERANNUATION FUNDS OF AUSTRALIA \(/SITES/DEFAULT/FILES/2019-03/ASSOCIATION-OF-SUPERANNUATION-FUNDS-OF-AUSTRALIA.PDF\)](/SITES/DEFAULT/FILES/2019-03/ASSOCIATION-OF-SUPERANNUATION-FUNDS-OF-AUSTRALIA.PDF) - PDF 983.09 KB

[AUSTRALIAN BANKERS ASSOCIATION \(/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-BANKERS-ASSOCIATION_1.PDF\)](/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-BANKERS-ASSOCIATION_1.PDF) - PDF 332.57 KB

[AUSTRALIAN COLLECTORS AND DEBT BUYERS ASSOCIATION \(/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-COLLECTORS-AND-DEBT-BUYERS-ASSOCIATION.PDF\)](/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-COLLECTORS-AND-DEBT-BUYERS-ASSOCIATION.PDF) - PDF 354.64 KB

[AUSTRALIAN FINANCE INDUSTRY ASSOCIATION \(/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-FINANCE-INDUSTRY-ASSOCIATION.PDF\)](/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-FINANCE-INDUSTRY-ASSOCIATION.PDF) - PDF 684.07 KB

--	--

[AUSTRALIAN RETAIL CREDIT ASSOCIATION \(/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-RETAIL-CREDIT-ASSOCIATION.DOCX\)](/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-RETAIL-CREDIT-ASSOCIATION.DOCX) - DOCX 85.56 KB

[AUSTRALIAN TIMESHARE HOLIDAY OWNERSHIP COUNCIL \(/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-TIMESHARE-HOLIDAY-OWNERSHIP-COUNCIL_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/AUSTRALIAN-TIMESHARE-HOLIDAY-OWNERSHIP-COUNCIL_0.PDF) - PDF 141.33 KB

[BALLAST \(/SITES/DEFAULT/FILES/2019-03/BALLAST.PDF\)](/SITES/DEFAULT/FILES/2019-03/BALLAST.PDF) - PDF 299.7 KB

[COMMERCIAL ASSET FINANCE BROKERS ASSOCIATION OF AUSTRALIA \(/SITES/DEFAULT/FILES/2019-03/COMMERCIAL-ASSET-FINANCE-BROKERS-ASSOCIATION-OF-AUSTRALIA_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/COMMERCIAL-ASSET-FINANCE-BROKERS-ASSOCIATION-OF-AUSTRALIA_0.PDF) - PDF 524.36 KB

[COMMUNITY AND PUBLIC SECTOR UNION \(/SITES/DEFAULT/FILES/2019-03/COMMUNITY-AND-PUBLIC-SECTOR-UNION_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/COMMUNITY-AND-PUBLIC-SECTOR-UNION_0.PDF) - PDF 87.96 KB

[CONSUMER GROUPS \(/SITES/DEFAULT/FILES/2019-03/CONSUMER-GROUPS.PDF\)](/SITES/DEFAULT/FILES/2019-03/CONSUMER-GROUPS.PDF) - PDF 567.85 KB

[CORPORATE SUPERANNUATION ASSOCIATION \(/SITES/DEFAULT/FILES/2019-03/CORPORATE-SUPERANNUATION-ASSOCIATION_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/CORPORATE-SUPERANNUATION-ASSOCIATION_0.PDF) - PDF 1.4 MB

[CREDIT AND INVESTMENTS OMBUDSMAN \(/SITES/DEFAULT/FILES/2019-03/CREDIT-AND-INVESTMENTS-OMBUDSMAN_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/CREDIT-AND-INVESTMENTS-OMBUDSMAN_0.PDF) - PDF 165.75 KB

[CREDIT CORP \(/SITES/DEFAULT/FILES/2019-03/CREDIT-CORP.PDF\)](/SITES/DEFAULT/FILES/2019-03/CREDIT-CORP.PDF) - PDF 134.09 KB

[DUN AND BRADSTREET \(/SITES/DEFAULT/FILES/2019-03/DUN-AND-BRADSTREET.PDF\)](/SITES/DEFAULT/FILES/2019-03/DUN-AND-BRADSTREET.PDF) - PDF 637.1 KB

[FINANCE BROKERS ASSOCIATION OF AUSTRALIA \(/SITES/DEFAULT/FILES/2019-03/FINANCE-BROKERS-ASSOCIATION-OF-AUSTRALIA_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/FINANCE-BROKERS-ASSOCIATION-OF-AUSTRALIA_0.PDF) - PDF 208.26 KB

[FINANCIAL OMBUDSMAN SERVICE \(/SITES/DEFAULT/FILES/2019-03/FINANCIAL-OMBUDSMAN-SERVICE_1.PDF\)](/SITES/DEFAULT/FILES/2019-03/FINANCIAL-OMBUDSMAN-SERVICE_1.PDF) - PDF 287.05 KB

[FINANCIAL PLANNING ASSOCIATION OF AUSTRALIA \(/SITES/DEFAULT/FILES/2019-03/FINANCIAL-PLANNING-ASSOCIATION-OF-AUSTRALIA-1.PDF\)](/SITES/DEFAULT/FILES/2019-03/FINANCIAL-PLANNING-ASSOCIATION-OF-AUSTRALIA-1.PDF) - PDF 46.17 KB

[FINANCIAL SERVICES COUNCIL \(/SITES/DEFAULT/FILES/2019-03/FINANCIAL-SERVICES-COUNCIL_1.PDF\)](/SITES/DEFAULT/FILES/2019-03/FINANCIAL-SERVICES-COUNCIL_1.PDF) - PDF 297.47 KB

[FIRST STATE SUPER \(/SITES/DEFAULT/FILES/2019-03/FIRST-STATE-SUPER.PDF\)](/SITES/DEFAULT/FILES/2019-03/FIRST-STATE-SUPER.PDF) - PDF 352.64 KB

[GRAHAM MCDONALD \(/SITES/DEFAULT/FILES/2019-03/GRAHAM-MCDONALD.PDF\)](/SITES/DEFAULT/FILES/2019-03/GRAHAM-MCDONALD.PDF) - PDF 103.28 KB

[GREG PARKIN \(/SITES/DEFAULT/FILES/2019-03/GREG-PARKIN.DOCX\)](/SITES/DEFAULT/FILES/2019-03/GREG-PARKIN.DOCX) - DOCX 24.99 KB

[HENRY DAVIS YORK \(/SITES/DEFAULT/FILES/2019-03/HENRY-DAVIS-YORK_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/HENRY-DAVIS-YORK_0.PDF) - PDF 203.91 KB

[INSTITUTE OF PUBLIC ACCOUNTANTS \(/SITES/DEFAULT/FILES/2019-03/INSTITUTE-OF-PUBLIC-ACCOUNTANTS.DOCX\)](/SITES/DEFAULT/FILES/2019-03/INSTITUTE-OF-PUBLIC-ACCOUNTANTS.DOCX) - DOCX 373.65 KB

--	--

[LAW COUNCIL OF AUSTRALIA \(/SITES/DEFAULT/FILES/2019-03/LAW-COUNCIL-OF-AUSTRALIA-1_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/LAW-COUNCIL-OF-AUSTRALIA-1_0.PDF) - PDF 891.86 KB

[LEGAL AID NSW \(/SITES/DEFAULT/FILES/2019-03/LEGAL-AID-NSW_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/LEGAL-AID-NSW_0.PDF) - PDF 1.16 MB

[LEGAL AID QLD \(/SITES/DEFAULT/FILES/2019-03/LEGAL-AID-QLD.PDF\)](/SITES/DEFAULT/FILES/2019-03/LEGAL-AID-QLD.PDF) - PDF 162.94 KB

[MILLS OAKLEY \(/SITES/DEFAULT/FILES/2019-03/MILLS-OAKLEY.PDF\)](/SITES/DEFAULT/FILES/2019-03/MILLS-OAKLEY.PDF) - PDF 1 MB

[MLC \(/SITES/DEFAULT/FILES/2019-03/MLC.PDF\)](/SITES/DEFAULT/FILES/2019-03/MLC.PDF) - PDF 418.34 KB

[NATIONAL INSURANCE BROKERS ASSOCIATION \(/SITES/DEFAULT/FILES/2019-03/NATIONAL-INSURANCE-BROKERS-ASSOCIATION_1.PDF\)](/SITES/DEFAULT/FILES/2019-03/NATIONAL-INSURANCE-BROKERS-ASSOCIATION_1.PDF) - PDF 155.93 KB

[OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER \(/SITES/DEFAULT/FILES/2019-03/OFFICE-OF-THE-AUSTRALIAN-INFORMATION-COMMISSIONER.PDF\)](/SITES/DEFAULT/FILES/2019-03/OFFICE-OF-THE-AUSTRALIAN-INFORMATION-COMMISSIONER.PDF) - PDF 280.17 KB

[QBE \(/SITES/DEFAULT/FILES/2019-03/QBE.PDF\)](/SITES/DEFAULT/FILES/2019-03/QBE.PDF) - PDF 344.69 KB

[STOCKBROKERS AND FINANCIAL ADVISERS ASSOCIATION \(/SITES/DEFAULT/FILES/2019-03/STOCKBROKERS-AND-FINANCIAL-ADVISERS-ASSOCIATION_0.PDF\)](/SITES/DEFAULT/FILES/2019-03/STOCKBROKERS-AND-FINANCIAL-ADVISERS-ASSOCIATION_0.PDF) - PDF 478.14 KB

[SUPERANNUATION COMPLAINTS TRIBUNAL \(/SITES/DEFAULT/FILES/2019-03/SUPERANNUATION-COMPLAINTS-TRIBUNAL.PDF\)](/SITES/DEFAULT/FILES/2019-03/SUPERANNUATION-COMPLAINTS-TRIBUNAL.PDF) - PDF 446.03 KB

[TREVOR HALL \(/SITES/DEFAULT/FILES/2019-03/TREVOR-HALL.PDF\)](/SITES/DEFAULT/FILES/2019-03/TREVOR-HALL.PDF) - PDF 77.07 KB

[WESTPAC \(/SITES/DEFAULT/FILES/2019-03/WESTPAC-1.PDF\)](/SITES/DEFAULT/FILES/2019-03/WESTPAC-1.PDF) - PDF 207.17 KB

 [Twitter \(https://twitter.com/Treasury_AU\)](https://twitter.com/Treasury_AU)

 [Facebook \(https://facebook.com/australian-treasury/\)](https://facebook.com/australian-treasury/)

 [LinkedIn \(https://linkedin.com/company/commonwealth-treasury/\)](https://linkedin.com/company/commonwealth-treasury/)

 [YouTube \(https://youtube.com/user/TheWebContent\)](https://youtube.com/user/TheWebContent)

[Our websites \(/website\)](/website)

| [Freedom of information \(/the-department/accountability-reporting/foi\)](/the-department/accountability-reporting/foi)

Treasury.gov.au (/)^(/)

--	--

Contact Us (<https://treasury.gov.au/the-department/contact-us>) | ABN: 92 802 414 793