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Patron Professor Allan Fels AO

Monday 20 May 2013

Colin Neave  
Chairman, Commonwealth Consumer Affairs Advisory Council  
CCAAC Secretariat  
c/- The Manager  
Consumer Policy Framework Unit  
Competition and Consumer Policy Division, Treasury  
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Dear Mr Neave,

In Kind Sponsors



Thank you for the opportunity to provide a submission to the CCAAC in the Review of the Benchmarks for the Industry-based Customer Dispute Resolution Schemes.



SOCAP Australia is the Society for Consumer Professionals in Australia with 730+ members who work in the areas of consumer affairs and complaints. We have a number of members who work in industry dispute resolution schemes or members who participate in such a scheme. We are fully supportive of the review and we have encouraged our relevant members to participate in this review, as we believe this is a timely and important step in the updating of the dispute resolution framework for consumers, industry and the schemes.



We look forward to reading and sharing the outcomes of the review.

Yours sincerely,



Jane Pires  
President,  
SOCAP Australia  
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C.C. Amanda Blesing, CEO, SOCAP Australia