



AUSTRALIAN COLLECTORS &
DEBT BUYERS ASSOCIATION

28 February 2018

Snapshot of Complaint Data for 9 Years (FY2009 to FY2017)

Included below is de-identified data collected from the membership of Australian Collectors & Debt Buyers Association through an annual Member Data Survey.

Number of Complaints Received by Type

	FY2017	FY2016	FY2015	FY2014	FY2013	FY2012	FY2011	FY2010	FY2009
Number of Respondents	17	16	18	17	13	12	9	9	8
Number of Complaints Received									
Via IDR	7,428	10,557	10,171	6,925	4,045	3,638	2,763	2,270	954
Via IDR then EDR	1,534	1,810	1,864	1,811	1,364	1,305	872	381	87
Complaints Expressed as a Percentage									
Via IDR	100%	100%	100%	100%	100%	100%	100%	100%	100%
Via IDR then EDR	21%	17%	18%	26%	34%	36%	32%	17%	9%

Number of Consumer Contacts Made and Number of Complaints Received

Complaints Experience									
Period	FY2017	FY2016	FY2015	FY2014	FY2013	FY2012	FY2011	FY2010	FY2009
Number of Respondents	16	16	18	17	13	12	9	9	8
Total Consumer Contacts Made	96,462,665	63,217,722	59,514,030	65,426,503	49,783,554	35,873,078	46,828,319	33,268,977	23,173,039
Number of Complaints Received									
Via IDR	7,428	10,557	10,171	6,925	4,045	3,638	2,763	2,270	954
Via IDR then EDR	1,534	1,810	1,864	1,811	1,364	1,305	872	381	87
Complaints as a Percentage of Consumer Contacts Made									
Via IDR	0.0077%	0.0167%	0.0171%	0.0106%	0.0081%	0.0101%	0.0059%	0.0068%	0.0041%
Via IDR then EDR	0.0016%	0.0029%	0.0031%	0.0028%	0.0027%	0.0036%	0.0019%	0.0011%	0.0004%

