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Fair
Trading

CASE STUDY

Open data delivers better consumer protection – NSW Fair Trading Complaints Register

Agency: [NSW Fair Trading](#)

The NSW Fair Trading Complaints Register provides information about businesses that are the subject of the most complaints received by NSW Fair Trading each calendar month. NSW Fair Trading currently receives over 50,000 complaints each year and holds a wealth of information about businesses (also known as traders) operating in the marketplace.

Sharing this data with the community will help to create a fair and open marketplace, empowering consumers with information so that they can make informed decisions about where to shop to buy goods and services. It will also provide traders with an incentive to improve their customer service.

The Complaints Register is also part of the NSW Government's commitment to open data, which recognises that information is crucial for the economy and community to function efficiently. In the digital economy, open data is a driver of economic growth and innovation. Data in the Complaints Register can be used to:

- improve services
- inform the community about trends in the market
- create new business models; and
- devise innovative ways to help consumers gain better value in the marketplace.

In making this data open, NSW Fair Trading adopted a public participation approach. NSW Fair Trading conducted a public survey to help shape the register and the information it provides. Fair Trading also held roundtable discussions with stakeholders and consumer representatives. Fair Trading also released a Discussion Paper encouraging the community to have its say on aspects of design of the register and how the register should work.

In October 2015, the *Fair Trading Amendment (Information About Complaints) Act 2015* was passed by the NSW Parliament to create a statutory power for Fair Trading to publish complaints information.

See the Fair Trading Complaints Register here:

http://www.fairtrading.nsw.gov.au/biz_res/ftweb/Public_Register/FT_Public_Register.htm

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