

The request

The Hon. WALT SECORD: I would like the hard data. Also give us, for the announced visits, the duration or the warning that they are given.

Ms Webb, yesterday and over the last couple of days we have had evidence about high pressure and incentives, where nurses and receptionists were given financial incentives to upsize or upsell. Have you conducted any investigations into that conduct?

Ms WEBB: I am not aware of any investigation that we have had or complaint about that specific type of conduct. I could take that on notice and check.

The CHAIR: Can I request that we could have some information about how many complaints have been issued with regard to potential upselling? How many of those have been investigated? What have been the outcomes?

Ms WEBB: In the cosmetic sector, yes.

Response

The response to the question is as follows:

Thank you for the opportunity to appear at the public hearing on for the Parliamentary Inquiry into Cosmetic Health Service Complaints in New South Wales. While providing evidence I was asked about the number of complaints Fair Trading have received about high pressure sales tactics in the cosmetic services industry, and information on any investigations that may have been undertaken.

Of the 287 complaints made to Fair Trading NSW in 2017, 14 complaints included details of high pressure sales tactics or upselling of products and procedures. Fair Trading's complaint handling service mediated the complaints with the trader and consumer. None of these complaints were formally escalated for further investigation by Fair Trading.