

## 2014/15 AFA Complaints Register:

<https://www.afa.asn.au/resources/afa-complaints-register>

### AFA Complaints Register

The tables below present the statistics with respect to complaints received and investigated by the AFA. These tables reflect the financial year from 1 July to 30 June. There were no open complaints as of 30 June 2015.

#### Kind of Complaints Received

The table below records the type of complaints received by the AFA against members.

Kind of Complaint	2014/15
Failure to act in the best interests of the client	
Failure to observe proper standards of professional care, skill and competence	
Inappropriate management of a conflict of interest	1
Failure to provide an agreed service	1
Breach of Code of Conduct	
Other	

#### Action Taken by the AFA

This table below records the action taken by the AFA against those members who were the subject of a complaint.

Action Type	2014/15
Cancellation of membership	
Reprimand	
No action required	2
Investigation ongoing	