

## AFA Complaints Register

The tables below represent the statistics with respect to complaints received and investigated by the AFA during the financial year from 1 July 2016 to 30 June 2017.

<b>Complaint Status</b>	<b>2016/17 FY</b>
<b>Open Complaints as at 1 July 2016</b>	<b>6</b>
New complaints received between 1 July 2016 and 30 June 2017	12
Complaints resolved	12
Complaints closed (as unable to action)	3
<b>Open Complaints as at 30 June 2017</b>	<b>3</b>

## Type of Complaints Received

The below table records the type of complaints received by the AFA about AFA members between 1 July 2016 and 30 June 2017.

<b>Type of Complaint</b>	<b>2016/17 FY</b>
Breach of the AFA Code of Conduct	1
Conduct discreditable to, against the interests of, or brings disrepute to the AFA	1
Failure to act in the best interests of the client	3
Failure to observe proper standards of professional care, skill and competence	2
Failure to provide an agreed service	1
Inappropriate conduct	2
Misconduct determined by another body	2

<b>Total</b>	<b>12</b>
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### **Action Taken by the AFA**

The below table records the action taken by the AFA against AFA members between 1 July 2016 and 30 June 2017 as a result of resolved complaints. This includes complaints received during the 2016/17 financial year as well as complaints that were open as at 30 June 2016.

<b>Action Type</b>	<b>2016/17 FY</b>
Cancellation of membership	0
Suspension of membership	2
Reprimanded	2
No action required	8
<b>Total</b>	<b>12</b>