

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 2017 to 30 June 2018.

Complaint Status	2017/18 FY
Open Complaints as at 1 July 2017	3
New complaints received between 1 July 2017 and 30 June 2018	6
Complaints resolved	2
Complaints closed (as unable to action)	2
Open Complaints as at 30 June 2018	5

Type of Complaints Received

The below table records the type of complaints received by the AFA about AFA members between 1 July 2017 and 30 June 2018.

Type of Complaint	2017/18 FY
Conduct discreditable to, against the interests of, or brings disrepute to the AFA	2
Failure to observe proper standards of professional care, skill and competence	2
Inappropriate conduct	1
Failure to provide service	1
Total	6

Action Taken by the AFA

The below table records the action taken by the AFA against AFA members between 1 July 2017 and 30 June 2018 as a result of resolved complaints. This includes complaints received during the 2017/18 financial year as well as complaints that were open as at 30 June 2017.

Action Type	2017/18 FY
Cancellation of membership	0
Suspension of membership	0
Reprimanded	1
No action required	3
Total	4