

AFA Complaints Report

The tables below represent the statistics with respect to complaints received and investigated by the AFA during the financial year from 1 July 2019 to 30 June 2020.

Complaint Status	2019/20 FY
Open Complaints as at 1 July 2019	5
New complaints received between 1 July 2019 and 30 June 2020	9
Complaints resolved	4
Complaints closed (unable to action)	4
Open Complaints as at 30 June 2020	6

Type of Complaints Received

The below table records the type of complaints received by the AFA about AFA members between 1 July 2019 and 30 June 2020.

Type of Complaint	2019/20 FY
Conduct discreditable to, against the interests of, or brings disrepute to the AFA	3
Failure to observe proper standards of professional care, skill and competence	1
Failure to provide service	3
Inappropriate advice	2
Inappropriate conduct	0
Negligent in duty of care	0
Total	9

Action Taken by the AFA

The below table records the action taken by the AFA against AFA members between 1 July 2019 and 30 June 2020 as a result of resolved complaints. This includes complaints received during the 2019/20 financial year as well as complaints that were open as at 30 June 2019.

Action Type	2019/20 FY
Cancellation of membership	2
Suspension of membership	0
Reprimanded	0
Guidance or Direction provided	2
No action required	4
Total	8