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 2020 to 30 June 2021.**

Complaint Status	**2020/21 FY**
Open Complaints as at 1 July 2020	6
New complaints received between 1 July 2020 & 30 June 2021	5
Complaints resolved	3
Complaints closed (unable to action)	0
Open Complaints as at 30 June 2021	8

Type of Complaints Received

The below table records the type of complaints received by the AFA about AFA members between **1 July 2020 and 30 June 2021**.

Type of Complaint	**2020/21 FY**
Conduct discreditable to, against the interests of, or brings disrepute to the AFA	1
Failure to observe proper standards of professional care, skill and competence	1
Failure to provide service	0
Inappropriate advice	3
Inappropriate conduct	0
Negligent in duty of care	0
Total	**5**

Action Taken by the AFA

The below table records the action taken by the AFA against AFA members between **1 July 2020 and 30 June 2021** as a result of resolved complaints.

This includes complaints received during the 2020/21 financial year as well as complaints that were open as at 30 June 2020.

Action Type	**2020/21 FY**
Cancellation of membership	0
Suspension of membership	0
Reprimanded	0
Guidance or Direction provided	2
No action required	1
Total	**3**