

# OVERVIEW OF ATAS CODE OF CONDUCT ACTIVITY IN 2017



**549** COMPLAINTS RECEIVED

245 Not ATAS accredited | 304 ATAS accredited



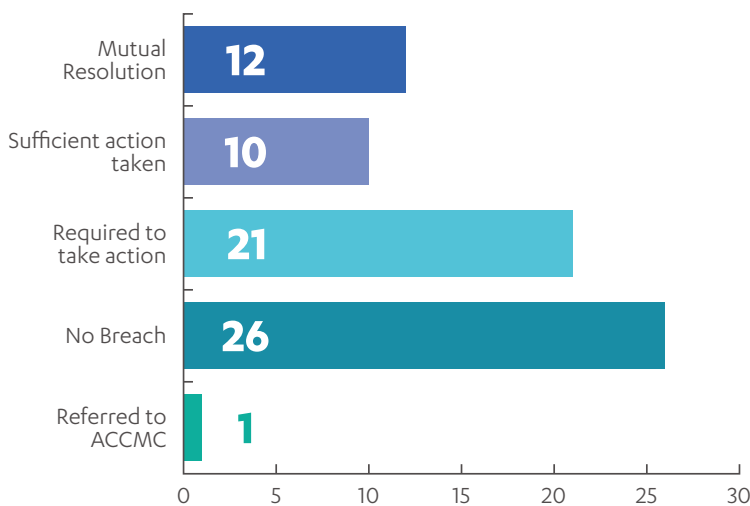
THE MAIN TOPIC OF COMPLAINTS

REFUNDS & CANCELLATIONS

**70**

INVESTIGATIONS COMPLETED BY THE ATAS COMPLIANCE MANAGER

The following outcomes were determined by the ATAS Compliance manager



CODE MONITORING ACTIVITIES

In 2017, to demonstrate compliance with s 4.1 of the ATAS Code of Conduct, mandatory submission of Terms and Conditions and a Privacy policy was required of all ATAS Participants.

**155**

155 Complaints were advised to first engage in the Agents Internal Dispute Resolution process.

**THREE**  
Dismissed

**SIX**  
Appeals to the ATAS Code Compliance Monitoring Committee (ACCMC) to review the ATAS Compliance Managers decision.

**ONE**  
Improvement Notice Issued

**TWO**  
Rectification Orders Issued

**\$18,911**

REFUNDED TO CONSUMERS  
via the ATAS Complaint Escalation Process



For more information or to become ATAS accredited, contact us:  
Level 3, 309 Pitt Street, Sydney NSW 2000  
T 02 9287 9900 W [www.afta.com.au](http://www.afta.com.au) or [www.atas.com.au](http://www.atas.com.au)  
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