

# OVERVIEW OF ATAS CODE OF CONDUCT ACTIVITY IN 2017



**549** COMPLAINTS RECEIVED

245 Not ATAS accredited

304 ATAS accredited



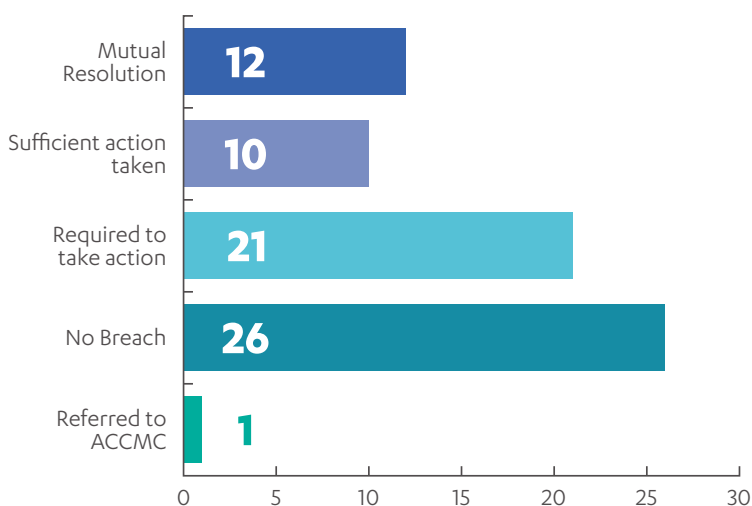
THE MAIN TOPIC OF COMPLAINTS

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