

OVERVIEW OF ATAS CODE OF CONDUCT ACTIVITY IN 2018

YOY INCREASE IN COMPLAINTS



As ATAS awareness grows, more consumers are using the ATAS Complaint process.



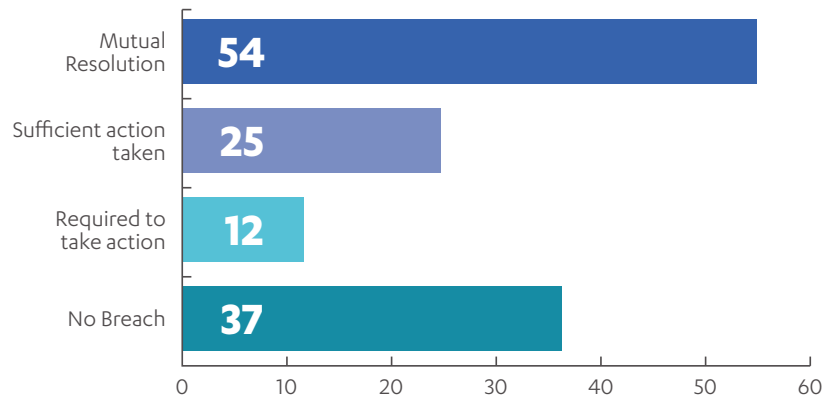
THE MAIN TOPIC OF COMPLAINTS

REFUNDS & CANCELLATIONS

The most common issue of complaints involved cancellation fees, non-refundable deposits and non-disclosure of terms and conditions.

129 INVESTIGATIONS COMPLETED BY THE ATAS COMPLIANCE MANAGER

The following outcomes were determined by the ATAS Compliance manager



SIX
Dismissed

TEN
Appeals to the ATAS Complaint Appeal Committee (ACAC) to review the ATAS Compliance Managers decision.

ONE
Improvement Notice Issued

THREE
Rectification Orders Issued

192

192 consumers with complaints were advised to first engage with their Agent's Internal Dispute Resolution process.

Referred to as Stage 1 in the Code, this step gives ATAS members the opportunity to first resolve the complaint.



CODE REVIEW

In 2018, the ATAS Code of Conduct underwent an external review and Revision 5 was released effective 1 July 2018. A number of changes were made including the addition of Australian Consumer Law obligations into the Code.