

Overview

Consumer complaints system

Starting this submodule

This submodule sets out the information about your consumer complaints system that you need to submit with your application.

It will help you to understand:

- our expectations for managing consumer complaints
- how systems can strengthen consumer safeguards around member activity.

We ask for this information in line with professional standards legislation. For example, in the Professional Standards Act 1994 (NSW), sections 10 and 36 cover this.

In some jurisdictions (the Australian Capital Territory, Northern Territory, South Australia, Tasmania or Victoria) we must consider your proposed scheme's provision for making and determining complaints.

This is not mandatory in New South Wales, Queensland and Western Australia. However, we assess an association's consumer complaints systems with any scheme application and consider it an important part of professional risk management.

Understanding consumer complaints systems

Complaints can come from members' clients, or others concerned about consumer risks or harms, such as representative complaints, anonymous complaints, complaints from Councils or complaints about systemic risk.

When compared to civil litigation, a consumer complaints system is a more efficient and cost-effective way to deal with these concerns. It allows an association to identify poor practices that, while they may not have led to any loss, may create doubts about a practitioner's competence and warrant disciplinary action.

It is our policy that all associations should have, or have access to, a consumer complaints system as a central consumer-facing element of their professional risk management.

Your association can use one or both of the following systems to resolve consumer complaints:

- an external statutory system and regulator (providing that the system covers all elements of professional conduct)
- your own consumer complaints system, which may incorporate a voluntary mediation system, which we will consider with your application.

Tell us in your application if you do not have a consumer complaints system, or your system is being developed.



Completing the questions

Enter the information about your association into the Consumer complaints system [template](#) and submit the required supporting documents with your application.

Use the Consumer complaints system [guidance](#) to help you.