

## FPA Complaints Report

The tables below represent the statistics with respect to complaints received and investigated by the FPA (one of the FAAA's predecessor associations) during the financial year from **1 July 2023 to 30 June 2024**.

Complaint Status	2023/24 FY
Open Complaints as at 1 July 2022	3
New complaints received between 1 July 2023 & 30 June 2024	23
Complaints closed	19
Open Complaints as at 30 June 2023	7

FAAA (formerly FAAA) Professional Code Standard	No Complaints received	No Complaints Closed
1) Client first	2	3
2) Integrity	8	5
3) Objectivity	-	-
4) Fairness	2	1
5) Knowledge and Skills	-	-
6) CPD	-	-
7) Professional Behaviour	6	5
8) Competence	2	2
9) Diligence	1	1
10) Confidentiality and Data Protection	2	2
<b>total</b>	<b>23</b>	<b>19</b>

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### Action Taken by the FAAA

The below table records the action taken by the FAAA against FAAA members between **1 July 2023 and 30 June 2024** as a result of resolved complaints.

This includes complaints received during the 2023/24 financial year as well as complaints that were open as at 30 June 2023.

<b>Action Type</b>	<b>2023/24 FY</b>
Cancellation of membership	1
Suspension of membership	0
Reprimanded	1
Guidance or Direction provided	2
Unable to sanction (non member)	3
No action required following investigation	12
<b>Total</b>	<b>19</b>
<b>Matters reported to ASIC</b>	<b>8</b>

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