

How to File a Code Complaint

If you have a complaint against a direct selling company that is a member of a Direct Selling Association (DSA) for any business practice you believe is unethical or illegal and a possible violation of the Code of Conduct, we recommend the following available options.

1. **First, try to resolve the matter directly with the company.**
Every company that is a member of a Direct Selling Association (DSA) must adhere to the Code of Practice/Ethics and should have a Code Compliance officer. Try to resolve your complaint with that person. Your complaint should be in writing, and should include the following basic information:
 - Your Contact Details (Post, Phone and if possible email address)
 - The date and details of the incident
 - The parties involved
 - If possible, identify the Code violation you believe has occurred
 - Efforts you have made to resolve the matter
 - List the amount and cost of product, if relevant, include invoices or other supporting documents
 - Any responses the other parties have made to resolve the matter
 - The current status of the complaint
 - How you would like to see the complaint resolved or remedied.
2. If you are not satisfied with either the resolution offered or a lack of resolution, you should lodge your complaint with the DSA in writing with the same details shown in point 1
3. The DSA will action your written complaint within 3 days receipt by:
 - Contacting the Company concerned for their reasons for the lack of resolution of the complaint
 - Based on the information provided by both the complaint and the company decide whether there is a likely breach of the Code
 - The DSA will acknowledge your written complaint
4. The DSA on finding no breach will advise the complainant of this . The DSA may still attempt to find a satisfactory resolution however the DSA is not obliged to do so and will act on a case by case basis only in this circumstance based on hardship, moral obligation and where strict application of the Code would be unfair to the Complainant.
5. The DSA on finding a probable Code breach will:
 - Decide whether the breach is of a serious nature and must be referred to the Code Administrator for immediate consideration and action
 - Request the company/Direct Seller involved to immediately resolve the complaint giving 3 working days to do so
6. The DSA on receiving advice that the complaint has been resolved will advise the Code Administrator of the resolution and unless the breach is deemed of serious nature no further action will occur unless requested by the Code Administrator.
7. Should no resolution be provided within the 3 working day period the DSA will advise the Code Administrator of the full details of the case and request from him a ruling which is binding on the member company. This may take up to 10 working days unless exceptional circumstances prevail. In the absence of the Code Administrator the DSA Executive Body will act in the role of Code Administrator to provide a resolution.

8. Should the DSA receive a complaint that is about a company who is not a member in New Zealand but a member in their home country, then that complaint will be referred to the Code Administrator of that country for resolution. Such complaints will be subject to the time frame appropriate to that Country.

The Code of Conduct is here to protect the consumers of our products and our business opportunity. Help the DSA ensure that we maintain the highest ethical standards possible around the world.