

# **Direct Selling Association of New Zealand Code of Practice Annual Report - 2003**

## **Code Background**

In December of 1997 the Direct Selling Association of New Zealand (DSANZ) undertook the signing of our voluntary code of Practice with the Minister of Consumer Affairs setting in place a compliance requirement for DSANZ members and an Annual Report for the Calendar Year.

The Code was reviewed during the 2001 year and modified to include an anti-enticement clause and an extra territorial clause along with some minor amendments. This was ratified early in 2002.

The next review of the Code is due by the end of 2005

This report tables the performance of the Code of Practice for the 2003 calendar year as prepared and to be presented at the Annual General meeting of the DSANZ on 11 May 2004.

## **Complaints**

**Total Complaints received - 9 (Nine)**

**Member complaints - Consumers (0)**

The DSA received no complaints from consumers about member companies during the 2003 calendar year.

**Member complaints - Distributors/agents (0)**

The DSA received no complaints from distributors or agents during the 2003 calendar year.

**Member complaints – Member to Member (0)**

The DSA received no complaints from members about members during the 2003 calendar year.

## **Non - Member Complaints - Nine (9)**

The DSANZ received     (9)     complaints regarding non-member companies/organisations/individuals.

All related to door to door sales with the majority relating to 2 specific companies. It would appear that the complaints related to the ability to cancel non credit sales and in two related to sales that were in excess of 30 days from the date of agreement where cancellation had been denied.

The two companies were working within the law from a DSA assessment and in spite of prompting the companies to act in the best interest of long term business, no resolutions were achieved.

One complaint related to the non refund of overpayments for a time payment and this company was both written to and copied to the Commerce Commission for information purposes. The refund was made to the customer approximately 1 month later.

### **An assessment of the total dollars involved is**

|   |                             |
|---|-----------------------------|
| Member Companies -                                      | \$0                         |
| Non-member companies/organisations/individuals schemes) | \$18,000 (excluding pyramid |

Signed: \_\_\_\_\_  
Executive Director