



Direct Selling Association of New Zealand Code of Practice Annual Report – 2011-12

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 last review was completed in May 2009 with changes recommended required under the World Federation Code of Practice model wording and minor fixes to terminology.

This report tables the performance of the Code of Practice for the 2011 calendar year as prepared and to be presented at the Annual General meeting of the DSANZ on 24 May 2012.

Complaints

Total Complaints received - 7 (Seven)

Member complaints - Consumers (2) Two

We received one complaint related to a member who had not made a refund in spite of the sale being cancelled within the code period.

The company was contacted and took a further 2 weeks to make the refund which was not acceptable to the DSA. The issue was raised with the member and ultimately membership was withdrawn by the DSANZ board

Member complaints - Distributors/agents (1) One

The DSA received one complaint relating to the delivery of brochures to a letter box which had “no circulars” on it. The issue was raised with the member company who took action to list that household on their do not deliver list for their distributors.

Member complaints – Member to Member (0) Zero

No complaints were received from members relating to other members actions under the code.

Non - Member Complaints – Five (5)

The DSANZ received Five (5) complaints regarding non-member companies/organisations/individuals.

Three complaints received were related to late refunds but all were ultimately received by the consumers.

One complaint involved a lack of contact details to follow up by the complainant. This was not able to be resolved as the DSA did not have any information related to the company involved.

One complaint was received about faulty product and the consumer was advised of their rights under the law.

An assessment of the total dollars involved is

Member Companies -	\$ 6,000
Non-member companies/organisations/individuals	\$ 7,000 (excluding pyramid schemes)



Signed:
Executive Director
24 May 2012