



Direct Selling Association of New Zealand Code of Practice Annual Report – 2013-14

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. A full stakeholder consultation was notified ahead of the 2009 changes.

This report tables the performance of the Code of Practice for the 2013 calendar year as prepared and presented at the Annual General meeting of the DSANZ on 16 May 2014.

Complaints

Total Complaints received - 4 (Four)

Member complaints - Consumers (1) One

One complaint was received under the code during the 2013 year related to members. It was addressed immediately by the member with a refund organised within 24 hours

Member complaints - Distributors/agents (0) Zero

There were no complaints received about members distributors or agents nor were there any distributor complaints about member companies under the code.

Member complaints – Member to Member (0) Zero

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

Non - Member Complaints – Three (3)

The DSANZ received Three (3) complaints regarding non-member companies/organisations/individuals.

All three complaints related to one company which was selling using higher purchase of its products but failing to deliver products when promised or when paid and when consumers opted to cancel failed to meet their rights under the Laybys Act.
The company was referred to the Commerce Commission who has undertaken an investigation and issued a formal warning to the company.

An assessment of the total dollars involved is

Member Companies -	\$ 80
Non-member companies/organisations/individuals	\$ 4,500 (excluding pyramid schemes)



Signed:
Executive Director
16 May 2014