



# Direct Selling Association of New Zealand Code of Practice Annual Report – 2019-20

## 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 latest update of the code was adopted by the annual general meeting held 3 May 2018 and maintained alignment with the World Federation of Direct Selling Associations global code of ethics.

This report tables the performance of the Code of Practice for the 2019 calendar year as prepared and presented at the Annual General meeting of the DSANZ on 20 May 2020.

## Complaints

**Total Complaints received - 2 (Two)**

**Member complaints - Consumers (0) Zero**

We are pleased to state that we received no member complaints over the 2019 year from consumers

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

No complaints were received for members from distributors or agents over the 2019 year.

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

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

**Non - Member Complaints – Two (2)**

The DSANZ received two (2) complaints regarding non-member companies/organisations/individuals.

Both complaints related to a non-member company using systematic enticement to recruit salespeople from other companies. One, an applicant for membership, was referred to the US to

review against their code. The other had no action taken due to a lack of evidence and being a non-member.

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

Member Companies -	\$ 0
Non-member companies/organisations/individuals to consumers by the nature of the complaints)	\$ 0(no value can be assessed in relation



Signed:  
Executive Director  
20 May 2020