



Direct Selling Association of New Zealand Code of Practice Annual Report – 2020-21

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 2020 calendar year as prepared and presented at the Annual General meeting of the DSANZ on 19 May 2021.

Complaints

Total Complaints received - 0 (Zero)

Member complaints - Consumers (0) Zero

We are pleased to state that we received no member complaints over the 2020 year from consumers.

This may be argued as due to Covid but in spite of the challenges for delivery of products during lockdowns there were still no consumers complaints.

Member complaints - Distributors/agents (0) Zero

No complaints were received for members from distributors or agents over the 2020 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 – Zero (0)

The DSANZ received no complaints regarding non-member companies/organisations/individuals.

An assessment of the total dollars involved is

Member Companies -	\$ 0
Non-member companies/organisations/individuals	\$ 0 (no complaints)



Signed:
Executive Director
19 May 2021