



# Direct Selling Association of New Zealand Code of Practice Annual Report – 2022-23

## 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 2022 calendar year as prepared and presented at the Annual General meeting of the DSANZ on 17 May 2023.

## Complaints

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

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

We are pleased to state that we received no member complaints over the 2021 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 (1) One**

One complaint was received relating to a potential breach of the code by an applicant member related to systematic enticement. This was resolved by mediation and the applicant was granted membership.

**Non - Member Complaints – One (1)**

The DSANZ received one complaint related to systematic enticement of a member's salesforce by a non-member

There was no ability to act against the non-member as they were not a member of any DSA.

**An assessment of the total dollars involved for consumer complaints:**

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



Signed:  
Executive Director  
17 May 2023