



Complaints

If a situation arises that may give rise to an external complaint, the matter should be raised in the first instance with the AASB-AUASB Business Services Team, who will note the nature and details of the complaint and refer the matter to the AASB-AUASB Managing Director for consideration and resolution.

Contact details for Business Services Team:

- AASB – (03) 9617 7600
- AUASB – (03) 8080 7440

Persons making a complaint must provide their names and contact details and outline the pertinent details of matter giving rise to the complaint.

Alternatively, if a complaint is to be made in writing, it should be addressed to the AASB-AUASB Managing Director, AASB, PO Box 204, Collins Street West, Melbourne 8007, or email nationaldirector@asb.gov.au.

The AASB-AUASB will endeavour to respond to all written complaints within seven days of their receipt. If a complaint is lodged about the content of a AASB or AUASB Standard or other pronouncement, where appropriate, the matter may be referred to the Chair.

Constituents need to be mindful that whilst they may make from time to time, enquiries of the technical staff of the AASB or AUASB involving enquiries about Accounting or Auditing Standards and related guidance, the AASB-AUASB is unable to provide interpretations or guidance other than what has been set out in official pronouncements.

Staff are unable to comment on organisational specific or client specific matters that may be put to them. No responsibility is taken by the AASB or AUASB for the results of actions or omissions to act on the basis of any information provided by AASB or AUASB staff in response to such enquiries.