



Australian Government

Australian Accounting Standards Board

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 Customer Services Officer on 03 9617 7600, who will note the nature and details of the complaint and refer the matter to the AASB Director of Finance and Administration for consideration and resolution. 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 Director of Finance and Administration, AASB, Level 7, 600 Bourke Street, Melbourne VIC 3000 or standard@asb.gov.au. The AASB will endeavour to respond to all written complaints within seven days of their receipt. If a complaint is lodged about the content of an AASB Standard or other pronouncement, where appropriate, the matter may be referred to the AASB Chairman.

Constituents need to be mindful that whilst they may make from time to time, enquiries of the technical staff of the AASB involving enquiries about Accounting Standards and related guidance, the AASB is unable to provide interpretations or guidance other than what has been set out in official pronouncements of the AASB and 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 for the results of actions or omissions to act on the basis of any information provided by AASB staff in response to such enquiries.