



# Regulation practitioner statistics 2017–18



8 new insolvency practitioners registrations approved



319 applications for Inspector-General reviews finalised



45 inspections finalised



43 creditor meetings attended by AFSA



247 Complaints against insolvency practitioners finalised

## Registrations

### Trustees

During the year, we approved five applications for individuals to become a registered trustee.

Thirteen trustees resigned/retired or were deregistered during the year.

Find more information about registration of trustees in [Inspector-General Practice Statement 13](#).

### Debt agreement administrators

During the year, there were three registration applications approved for debt agreement administrators.

Six debt agreement administrator resigned/retired or was deregistered during the quarter.

Find more information about registration of debt agreement administrators in [Inspector-General Practice Statement 4](#).

## Inspections

The errors most commonly found during inspections were:

- property, income and asset errors (27)
- inadequate communication by trustee (25)
- failure to maintain proper records (22)
- unreasonable delays in timely action leading to delays in distribution (15)
- failure to meet performance standards (14).

Find more information about our inspection program in [Inspector-General Practice Statement 11](#).

## Complaints against practitioners

During the year, 247 complaints were finalised. Of these, 28 were found to be justified.

The most common complaints made were:

- general administration & accounting (43)
- inappropriate conduct or conflict of interest (40)
- decisions concerning assets (40)
- fees and costs (28)
- lack of information or communication (28).

The most common justified complaints made were:

- inappropriate conduct or conflict of interest (9)
- delays in administration or lack of action (4)
- lack of information or communication (4)
- decisions concerning assets (3)
- general administration & accounting (3).

Find more information about our complaint handling process in [Inspector-General Practice Statement 10](#).

## Inspector-General reviews

During the year, we finalised 319 applications for review by the Inspector-General in Bankruptcy of trustee decisions. Of these, 29 trustee decisions were overturned<sup>1</sup>.

The decisions overturned were:

- objection to discharge of a bankrupt cancelled (13)
- income assessment of a bankrupt varied (11)
- remuneration review (3)
- remuneration determination (2).

Find more information about reviews of trustee decisions in [Inspector-General Practice Statement 12](#).

## Attending meetings of creditors

During the year, we intervened at, or prior to, 35 meetings of creditors.

The most common reasons for intervening were:

- further investigations needing to be undertaken (12)
- to provide guidance to the trustee (11)
- to address procedural deficiencies (7).

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<sup>1</sup> Overturned includes all decisions that were cancelled or varied.