

Complaints Reporting

Data-capture flow diagram

15 October 2026

This document is provided in PDF format, so some content may appear as images and may not be fully accessible when using accessibility tools. It provides a visual overview of the data-capture journey for the new Complaints Return only. It does not replace the COM001 Data Reference Guide. To prepare for the new reporting requirements and complete the return, please use the Policy Statement (PS25/19) and the COM001 Data Reference Guide.

Version Control

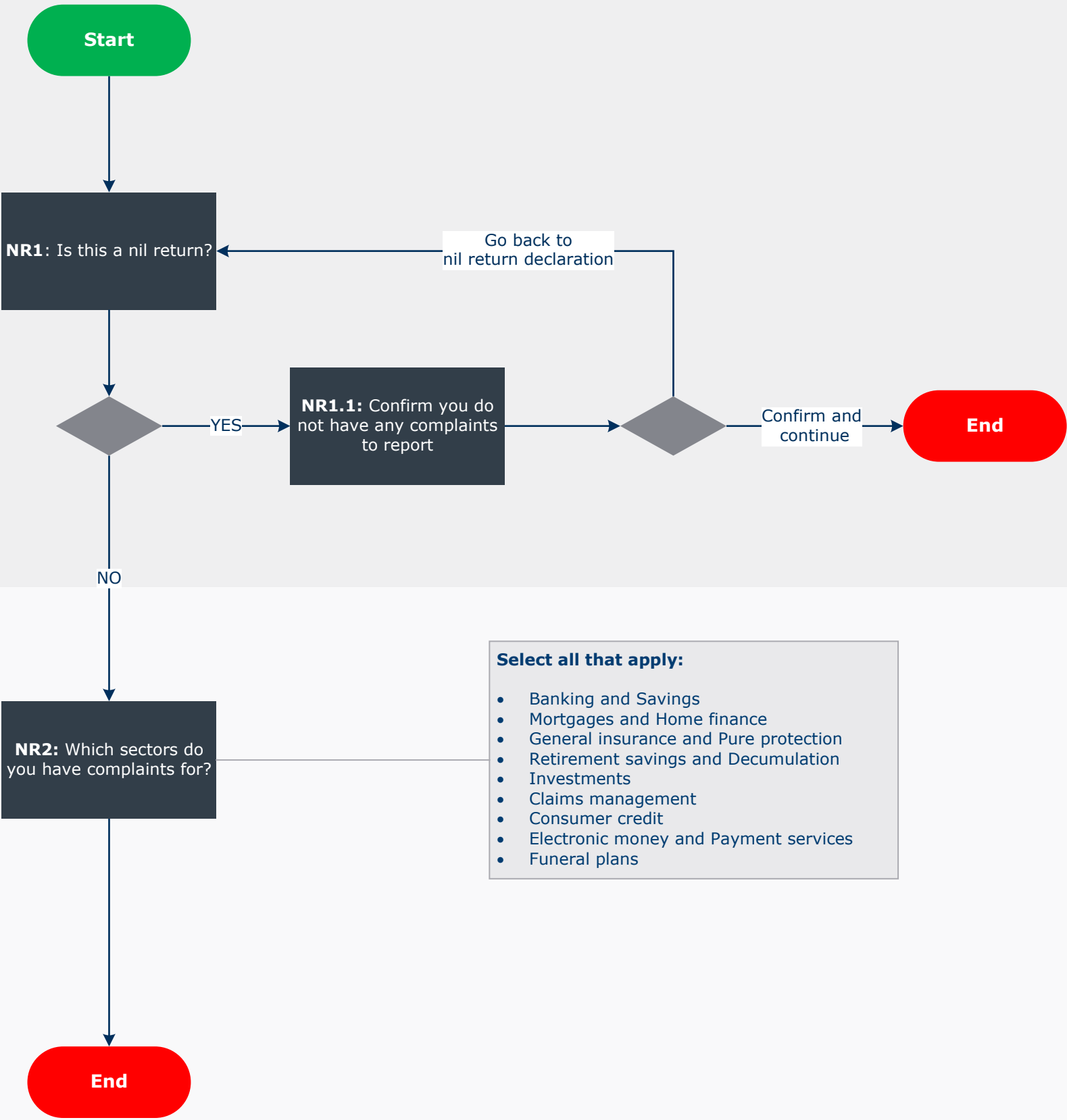
[illegible]

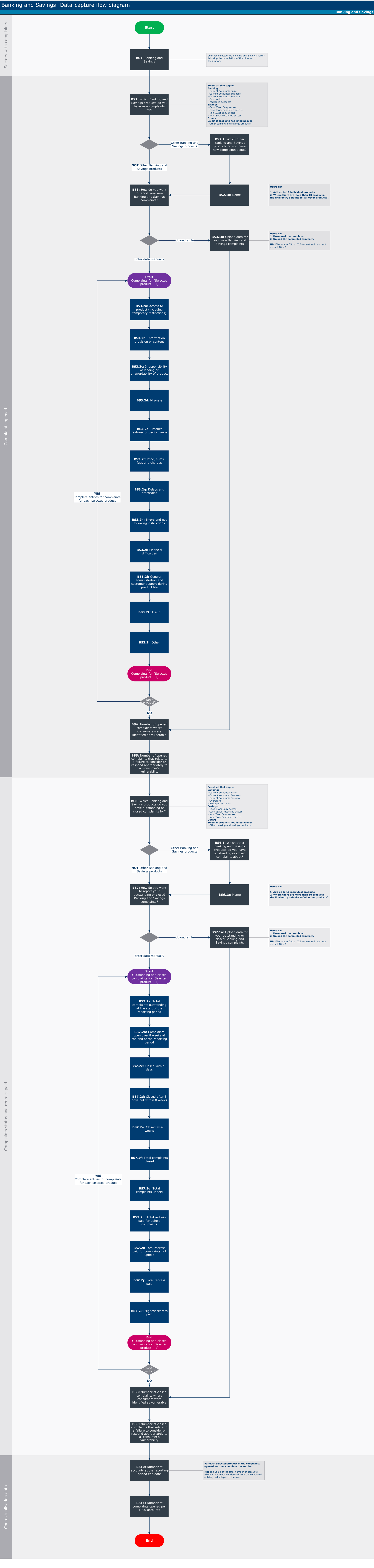
Key: Symbols used for data-capture flow

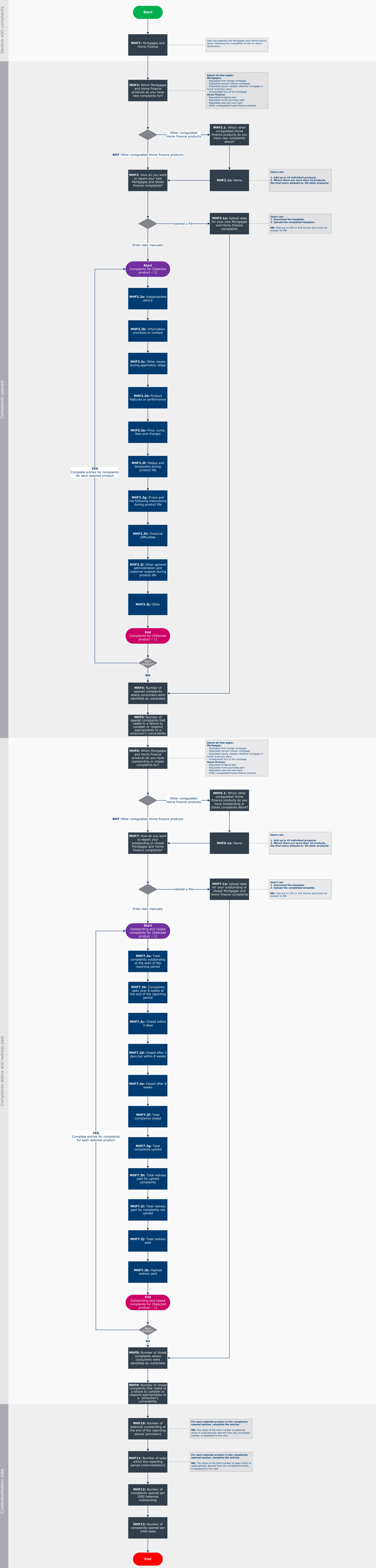
	Start: The point at which the data-capture flow begins.
	End: The point at which the data-capture flow ends.
	Data-capture point: A data collection point at which the user provides the requested information.
	Decision: A routing point where a chosen response determines the next applicable step.
	Connector: An indicator of the direction and sequence of the user journey.
	Repeatable Start: The beginning of a set of questions which is repeated for each selected product, service or claim type.
	Repeatable End: The end of a set of questions which has been repeated for each selected product, service or claim type.
	Repeatable data-capture point: A data collection point which is repeated for each selected product, service or claim type.
	Callout: A note providing supplementary information relevant to the associated step.

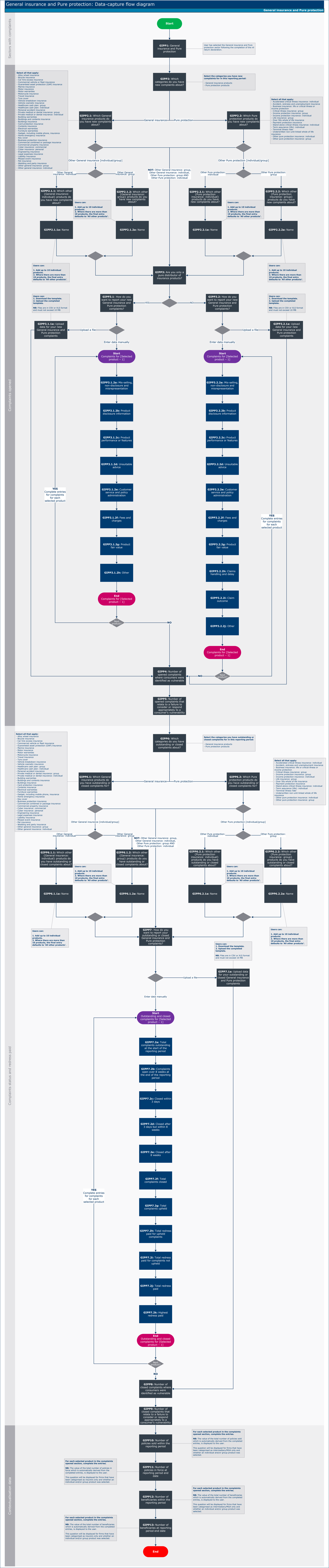
Nil return declaration

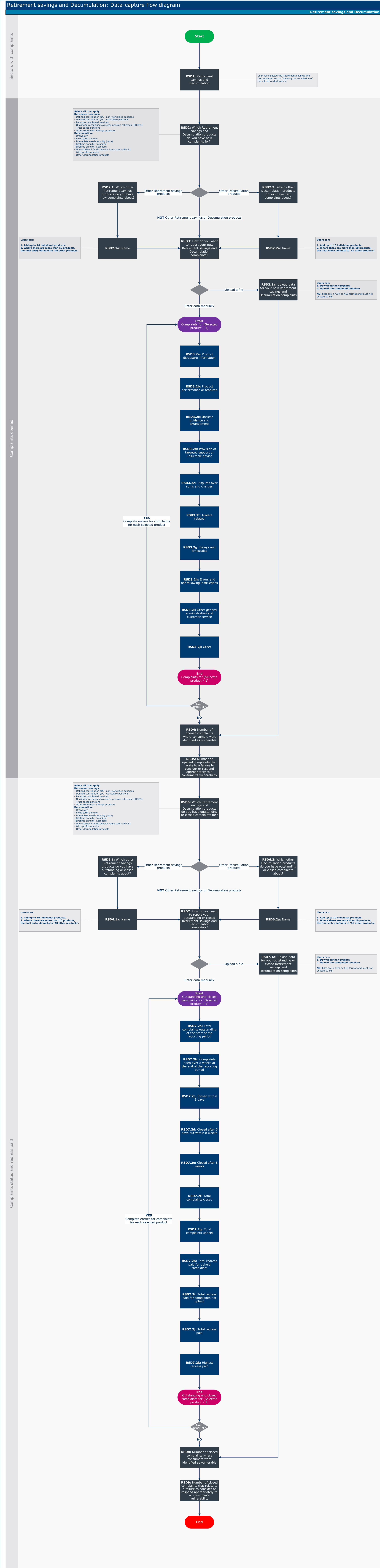
Sectors with complaints











Sectors with complaints

Complaints opened

Complaints status and redress paid

