



**Australian
Competition &
Consumer
Commission**

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Our Ref: Authorisation A91106
Contact Officer: John Rouw
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30 August 2011

Dr Russell Knudsen
President
Australasian College of Cosmetic Surgery
PO Box 36
PARAMATTA NSW 2150

Dear Dr Knudsen

Authorisation A91106 Australasian College of Cosmetic Surgery – information request

Thank you for your letter of 8 July 2011 reporting the findings of periodic audit checks for member compliance with the Australasian College of Cosmetic Surgery Code of Practice.

The purpose of this letter is to request additional information consistent with conditions 4, 5 and 6 of the Australian Competition and Consumer Commission's authorisation of the Code (Authorisation A91106).

Audit reports

Condition 5 requires the College to implement the Code Implementation Plan found at Appendix B of the final Determination in this matter. The eighth point of that plan requires that any report of the independent compliance auditor be sent to the ACCC.

While the College has reported the total number of breach notices and instances that required follow up, the reports do not provide details of the individual matters. At the time of its 2010 audit report, the College provided the ACCC with a document subtitled 'Members audit – July 2010', noting specific concerns with specific doctors' websites. By agreement, this document was excluded from the ACCC's public register.

I request that the College provide the ACCC with a similar document for the latest audit. I confirm that the College can request exclusion from the public register of some or all of the material.

Complaints and appeals report

I also note that Condition 4 of the authorisation required the College to amend its Code to state that it would publish annually, including on its website, a report about complaints to the College about alleged Code breaches. Similarly, clause 8.3 of the Code states that the College's complaints panel and appeals committee shall submit an annual report to the College, which would also be put on the College's website and provided to the ACCC.

In correspondence with the College in July 2010 the College told the ACCC that it would soon be sending annual reports on these matters to the ACCC.

I request that the College provides the ACCC with the reports on Code complaints and the complaints panel and appeals committee. I ask that the College also tells us where they appear on the College website and when they were placed there.

I look forward to receiving the requested information by 9 September 2011.

This letter will be placed on the ACCC's public register for authorisations.

Please contact John Rouw on (03) 9290 1402 if you have any questions.

Yours sincerely



Dr Richard Chadwick
General Manager
Adjudication Branch