Example Compliance Report 2024 H1

Customer	Company Pty Ltd
Start Date	1 Jan 2024
Finish Date	30 Jun 2024

This is based on the sample published by ACCC in December 2022: https://www.cdr.gov.au/sites/default/files/2022-12/Example-reporting-form-for-data-holders-rule-9.4-published-22-December-2022.pdf

ACCC Reporting Statistics

Item	Metric	Req	Value
Complaint Data			
1	Total number of CDR product data complaints received	✅	<Customer to Supply>
2	Total CDR Consumer Complaints Received	✅	<Customer to Supply>
3	CDR Consumer Complaints by Complaint Type	✅	<Customer to Supply>
4	Total CDR Consumer Complaints Resolved	✅	<Customer to Supply>
4.1	Complaints Resolved in this Reporting Period	❌	<Customer to Supply>
4.2	Complaints Resolved in previous Reporting Period	❌	<Customer to Supply>
5	Average number of days to resolve complaints through internal dispute resolution	✅	<Customer to Supply>
6	Complaints referred to external dispute resolution	✅	<Customer to Supply>
7	Complaints resolved by external dispute resolution	✅	<Customer to Supply>
CDR Data Requests			
8	Product Data Requests Received	✅	0
9	Number of CDR Requests received from Eligible CDR Consumers	✅	0
10	Number of CDR Requests received from ADR on behalf of Eligible CDR Consumers	✅	0
Refusals in response to product data requests			

11.1	Number of times Data Holder has refused to disclose PRD	✅	0
11.2	403 Error Code in response to potential threat	✅	0
11.3	429 Error Code returned in response to traffic thresholds or potential DoS	✅	0
11.4	Refusal by CDR Rule or Standards Relied upon for PRD Refusal	✅	N/A
Refusals in response to consumer data requests made by eligible CDR consumers			
12.1	Number of times Data Holder has refused to disclose CDR Data to Consumer	✅	0
12.2	403 Error Code in response to potential threat	✅	0
12.3	404 Error Code in response to a blocked/suspended account	✅	0
12.4	422 Error Code in response to a blocked/suspended account	✅	0
12.5	429 Error Code returned in response to traffic thresholds or potential DoS	✅	0
12.6	Refusal by CDR Rule or Standards Relied upon for CDR Data Refusal to Consumer	✅	N/A
Refusals in response to consumer data requests made by accredited persons on behalf of eligible CDR consumers			
13.1	Number of times Data Holder has refused to disclose CDR Data to ADR	✅	0
13.2	403 Error Code in response to potential threat	✅	0
13.3	404 Error Code in response to a blocked/suspended account	✅	0
13.4	422 Error Code in response to a blocked/suspended account	✅	0
13.5	429 Error Code returned in response to traffic thresholds or potential DoS	✅	0
13.6	Refusal by CDR Rule or Standards Relied upon for CDR Data Refusal to ADR	✅	N/A
Additional Comments		❌	