

**To:** [AFCA Review](#)  
**Subject:** AFCA - Review Feedback  
**Date:** Thursday, 4 March 2021 3:06:36 PM

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Dear Sir/Madam,

I am one of the AFCA complainants of the Sterling First Disaster victims. I submitted my complaint ( [REDACTED] ) to AFCA around November 2020 and received a confirmation email that my complaint has been registered. However, until now (March 2021), there is no follow up on this.

I am writing this email also to address the issues for the AFCA review submissions as per your guideline on page 3:

1. Based on my experience, it has been more than 3 months since my complaint has been registered by AFCA and no follow up after that. This means AFCA does not work efficiently and in a timely manner. It seems that AFCA does do what it is supposed to do.
2. I am not sure about monetary claims on the industries mentioned in the guideline, but there seems to be no monetary claims/compensation that will be provided to Sterling First Victims as per promised by ASIC/the government who asked us to submit the complaints to AFCA in the first place. There were a lot of complainants of the Sterling First victims that lodged the complaints far before I did and never received any compensation or any satisfying resolution.
3. From what I see for the internal review mechanism within AFCA, it seems there is none in place as the whole process is in shambles. There is no manpower to solve the complaints let alone to do internal review.
4. Internal review mechanism is necessary to ensure the decision that was made is correct as the complaints are related to life and death situations most of the time. That being said, however, before focusing on the internal review, AFCA has to fix its whole process to ensure everything is done effectively and timely.

Thank you.



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