



Australian Government
Australian Financial Security Authority

12 December 2016

Mr Craven

By email: gordon@getmail.com.au

Dear Mr Craven

Bankrupt Estate of Mr Gordon Craven, QLD 1068/15/2
Concerns regarding the administration of the Estate by Mr David Hambleton

I acknowledge receipt of your email, of 8 December 2016, addressed to Nanette Dewanto from this office, a copy of which was sent to Ms Veronique Ingram, the Chief Executive of AFSA and Inspector-General in Bankruptcy (“IG”).

I am the manager of the area within which Ms Dewanto works and am a delegate of the IG.

In your email you state that you have concerns regarding the manner in which Ms Dewanto handled a complaint in May 2016, made by yourself and your wife, in relation to the administration of your bankrupt estate by Mr David Hambleton (“the trustee”).

AFSA treats complaints about our services seriously.

In your email you allege Ms Dewanto “did not act properly or diligently but instead whitewashed the matter” and you specifically mentioned the issue with respect to the alleged defamation by the trustee as against yourself and your wife.

In order that this specific concern can be considered please provide me with details of your expectations of the IG in relation to this particular issue and the outcome that you seek, noting the comments in Ms Dewanto’s letters as to the limits of the actions that the IG can undertake.

On receipt of your response I will consider whether it is appropriate to appoint a senior officer to independently consider the concerns you have raised with respect to the standard of service provided.

Please refer to AFSA’s complaint handling procedure, <https://www.afsa.gov.au/about-us/complaints-and-reviews/afsas-complaints-handling-procedure> for further information.

We aim to finalise complaints within 14 days of receipt. Those complaints which are complicated may not be able to be finalised within this timeframe, however you will be kept informed of the progress of the handling of the complaint where appropriate.

If you continue to be dissatisfied with the conduct of this office you may wish to make a complaint to the Commonwealth Ombudsman (<http://www.ombudsman.gov.au/>)

Yours sincerely

A handwritten signature in black ink, appearing to read 'C. Smith', written in a cursive style.

Charles Smith
Director
Regulation and Enforcement
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