Comparative Reports – Quick extraction guide

Running secure services reports

1 Log into the [Secure Services Portal](#).

2 Click the **Plus** icon next to Case Reporting.

3 Click **Case Search.**
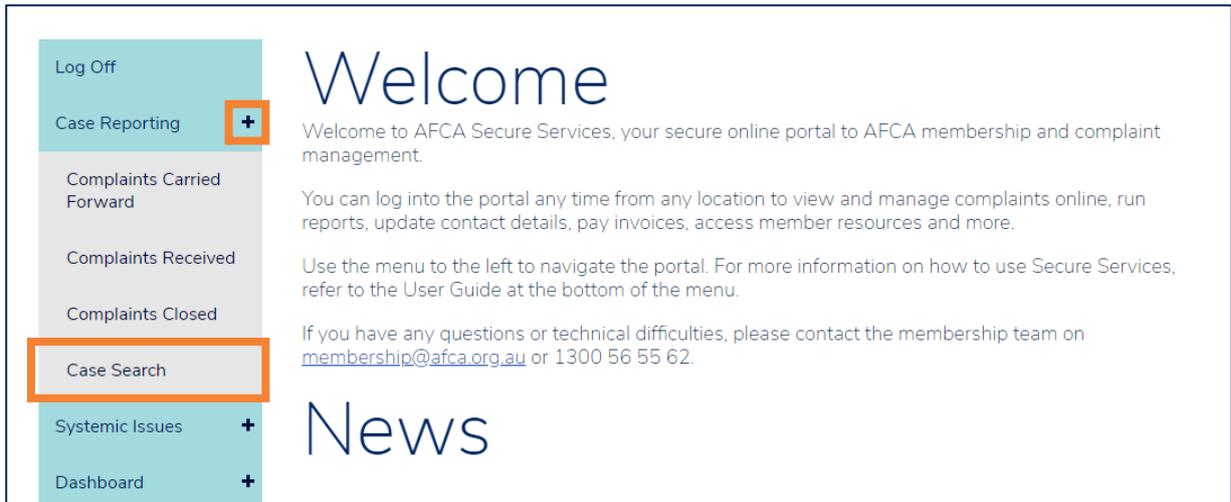
4 Click **Load Search**

5   Select one of the predefined Comparative Reporting searches.
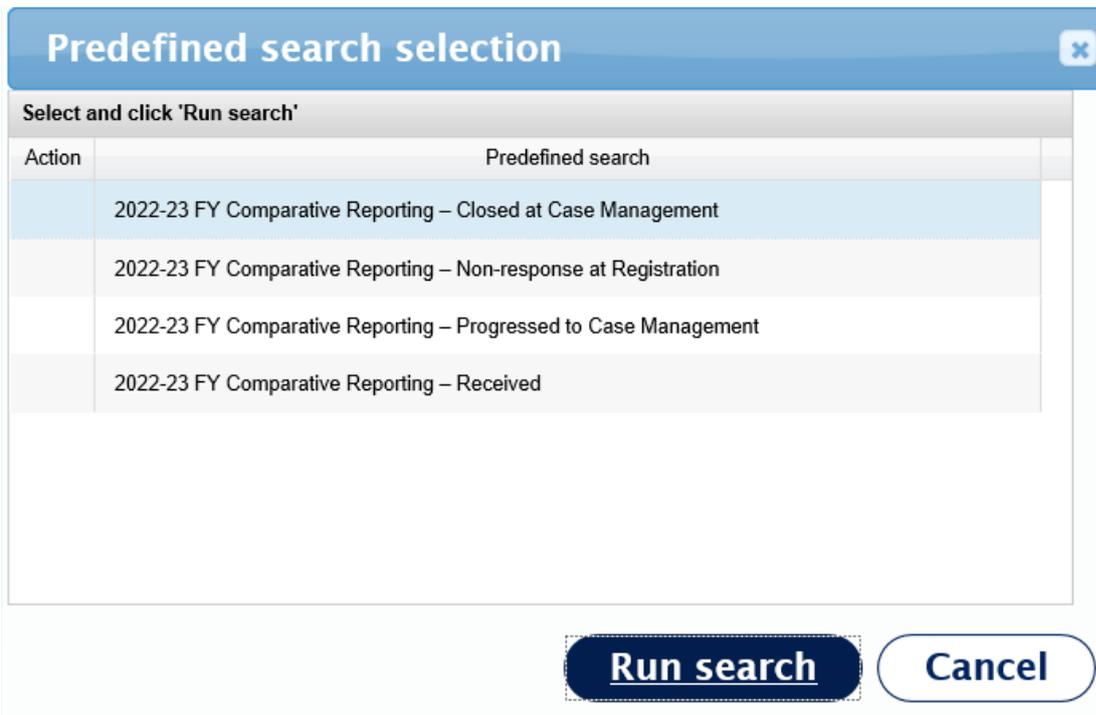
- **Received** – This report provides a list of complaints received. The results are based on the date the complaints were received at AFCA.
- **Non-Response at Registration** – This report provides a list of complaints which were automatically progressed from registration due to no response. The results are based on the date the cases progressed.
- **Progressed to Case Management** – This report provides a list of complaints which progressed past the registration stage. The results are based on the date the cases progressed past registration.
- **Closed at Case Management** – This report provides a list of complaints that have closed. The results are based on the date the cases closed.

6   Click **Run Search.**

7   The report will load at the bottom of the page.

8   The report can be viewed on screen or downloaded in **PDF** or **CSV** (Excel) formats.
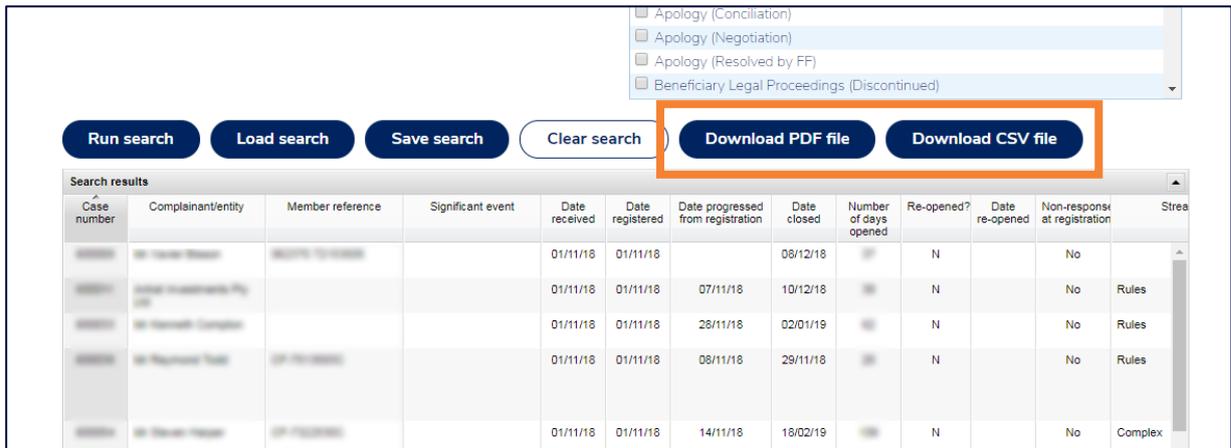
9   To remove duplicates, select all of **column A** and click **Remove Duplicates.**
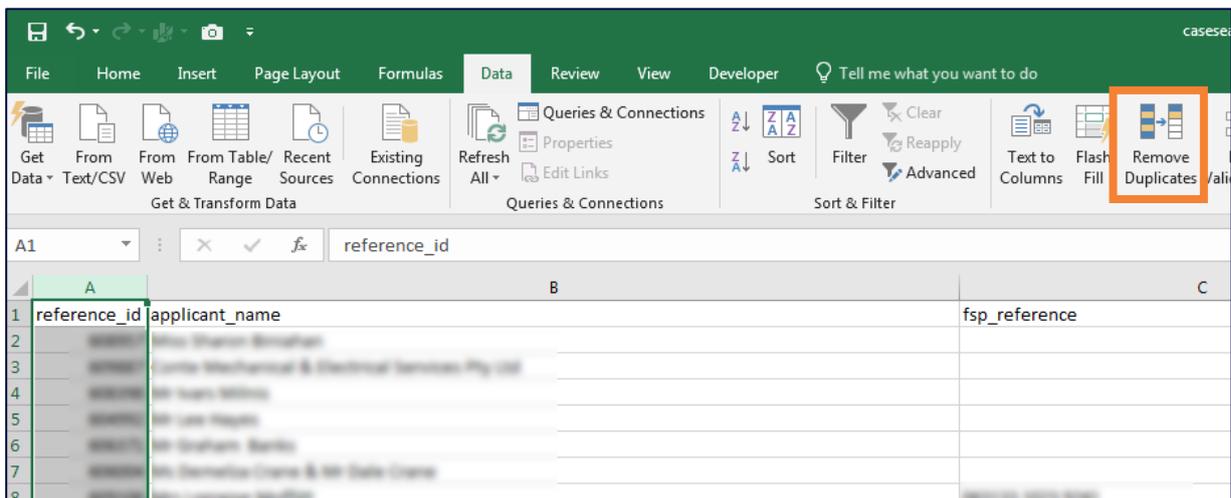
In addition to the raw total, AFCA will show a resolution rate at Registration and Referral and a non-response rate based on the total number of complaints received and count of non-responses respectively.

Important note on the data

Timing differences

Secure service reports may differ from the final comparative report due to timing differences. The search results are an extract from the AFCA complaint database at the time of your search.

Any changes that have been made since the data extraction date will be reflected in the final published comparative data at the end of the reporting period.

Multiple listings

Some complaints may involve multiple products and/or have multiple issues. We provide an entry for each one of these.

Approach to reporting

How this fits into reporting is outlined in a recent update we put up on the member portal, which is as follows:

- For the overall table, the final comparative report will include a distinct count based on the case reference number. This means even if a complaint has been categorised against multiple product and/or issue types, the complaint will only be counted once for both the total complaints received and non-responses at registration.
- For the product-based tables, the reporting will depend on how a complaint has been categorised.

  > If the same product is recorded multiple times against the same reference number, that product and case will only be counted once for comparative reporting purposes.
  > If different products are recorded against the same reference number, the complaint will appear in each of the relevant product-based table.