

**FIONA BROWN
CHIEF EXECUTIVE
SOCAP AUSTRALIA**



Fiona Brown is the Chief Executive Officer of the Society of Consumer Affairs Professionals in Business Australia (SOCAP Australia).

Established in Australia in 1991, SOCAP Australia is instrumental in encouraging excellence amongst professionals working in the fields of self- regulation, complaint handling, dispute resolution, service charters and customer service delivery.

Part of an international network, SOCAP Australia provides members with access to complaint training, professional development, networking opportunities and other tools to achieve best practice in customer care, complaints handling, complaints management and consumer affairs.

SOCAP's mission is to promote, facilitate and recognise excellence in consumer affairs, complaint prevention and complaint handling.

Fiona was appointed Chief Executive in 2014.

Prior to this, Fiona spent 12 years at the Australian Industry Group, and was the Director of Communications and Marketing.

With an extensive background in communications, she had held the role of Executive Producer of BigPond Online Services at Telstra, as well as the Editor of *The Sydney Weekly*, *The Melbourne Weekly* and *The City Weekly* for Text Media, Editor of *Practical Parenting Magazine*, for IPC Magazines and as a journalist for News Limited.