



9 March 2016

### **Vale John Wood OAM**

It is with great sadness that we acknowledge the passing of Mr John Wood OAM after a long battle with illness. John was a respected consumer advocate with a celebrated history of contribution to standards development.

Awarded an Order of Australia during the Australia Day and Queen's Birthday Honours in 2014, John was officially recognised for his significant service to the community as a consumer rights and complaints handling advocate and adviser.

Over his many years of service, John participated on both technical and policy committees on Complaints Handling, Appeals and Escalation Benchmarks, Anti-Bribery, and Consumer Policy. John was also a member of the Australian national mirror committee to ISO's Consumer Policy Committee (COPOLCO), participating in international delegations and providing expert advice.

John's contributions helped to achieve much for Australian and international consumers, and he was well respected by Standards Australia staff and committee members. Our thoughts are with John's family and friends.