

- the Queensland Law Society, on (07) 3842 5888 and ask them for the names of legal firms which specialise in your particular type of legal problem.

If, after seeking legal advice, you wish to proceed further, you may wish to lodge a claim with the Queensland Civil and Administrative Tribunal (QCAT) where matters in dispute between consumers and traders, for amounts up to \$25000, can be heard. QCAT can be contacted by telephoning 1300 753 228 in Brisbane or your local courthouse.

Details of your complaint have been recorded on our computerised database to allow for monitoring of the trader's business practices and the formulation of pro-active strategies to improve consumer protection generally.

Thank you for bringing this matter to our attention.



Sterling Letter to
OFT11022014...

Regards,

Christine McBride

Service Delivery Officer
Gold Coast Regional Office
Statewide Operations
Office of Fair Trading
Department of Justice & Attorney-General
7 Short Street, Southport
P O Box 2565, Southport Qld 4215
Ph: 07 5581 3336
Fax: 07 5581 3389
E: Christine.McBride@justice.qld.gov.au
Web: www.fairtrading.qld.gov.au
Customer Call Centre 13QGOV (137468)

Department of Justice & Attorney-General
7 Short Street, Southport
P O Box 2565, Southport Qld 4215
Ph: 07 5581 3336
Fax: 07 5581 3389
E: Christine.McBride@justice.qld.gov.au
Web: www.fairtrading.qld.gov.au
Customer Call Centre 13QGOV (137468)