

Details of your complaint

and the case goes to court, are you prepared to assist us during that process (e.g. as a witness)?:

Are you prepared to be contacted by us in future to help us improve our services?:

Yes

Demographics

Gender:

Age:

Employment status:

Background:

Gross Annual Income (personal):

Language spoken at home:

sch.4/4/6(1)

Attachments

Attachment 1: 1.jpg, type image/jpeg, 72.6 KB

Attachment 2: 11076019_10155413922280707_54052685_n.jpg, type image/jpeg, 86.1 KB

Attachment 3: 11076154_10155413923210707_1347008654_n.jpg, type image/jpeg, 73.3 KB

Attachment 4: 11093903_10155413928820707_377274079_n.jpg, type image/jpeg, 79.1 KB

Agreement

Agreement: I agree

SERVICE **EXP** --- ROAD EXPRESS

DATE

015

IE
ADDRESS

ON

TREET

QLD)

4122

E NOT COMMON CARRIERS

Account Terms:	Prepaid
Payment Method:	Credit Card
Freight:	\$ 150.00
GST:	\$ 59.09
Total Inc GST:	\$ 650.00
Amount Applied:	\$ 650.00

Company Information

BACHCO

Identifiers Details Addresses **Officers**

Detail Type	Appointment Role	Appointment Date	Cesse Date	Officer Name (Person)	Officer Birth Details	Officer Org Num	Address
C	DR	22/10/2013					
C	DR	12/08/2014					
C	DR	12/08/2014					
C	DR	17/02/2015					
C	SR	12/08/2014					

sch.4/4/6(1) Names & Addresses

C File Timeframes

Day 1	Date Rec'd: <u>3/10/3/15</u> <div style="text-align: center; margin-top: 20px;">2:30 pm</div>	<h3>ASSESSMENT CHECKLIST</h3> <ul style="list-style-type: none"> ● Correct T Organisation? ● Data Integrity <ul style="list-style-type: none"> ▪ C details ▪ T details ▪ Description (incl keywords) ▪ Dates ▪ Codes ● QLD Matter? ● Checked printouts / intel. gathered ● Do we need evidence / further documentation? ● Does this need to be referred? <p>Legislation</p> <ul style="list-style-type: none"> ○ ACL: <ul style="list-style-type: none"> ○ False or misleading representations <ul style="list-style-type: none"> ○ goods or services ○ employment ○ rebates, gifts, prizes ○ bait advertising ○ country of origin ○ Unsolicited supplies <ul style="list-style-type: none"> ○ cards ○ goods/services ○ blowers ○ Pyramid schemes/Referral selling ○ Pricing ○ Harassment and coercion ○ Consumer guarantees <ul style="list-style-type: none"> ○ Goods and Services ○ Repairs, spare parts ○ Unsolicited Consumer Agreements <ul style="list-style-type: none"> ○ In person ○ By phone ○ Shopping centre ○ Competition ○ Lay-by ○ Proof of transaction/itemised bill ○ Repair notices ○ Safety standards ○ Is C a Consumer? <ul style="list-style-type: none"> ○ Is it relevant? ○ PAMDA – Real Estate <ul style="list-style-type: none"> ○ Motor Dealing ○ Auctioneering ○ Property Developers ○ Commercial Agents ○ Pastoral Houses ○ Trust Accounts ○ Code of Conduct ○ ASSOC ○ Charities ○ Sec. Provider ○ SHD & Pawnbrokers ○ Introduction Agents ○ Fitness Industry COC
Day 3	Logged MACS: <u>9/4/15</u> Assessed: <u>10/4/15</u> Allocated Office: _____ Allocated Officer: _____ <i>acct manager of sender V - will not compensate the damage - it was not properly package not packaged in a pallet</i>	
Day 10	Complainant Acknowledged _____ <i>(T) had this issue before</i>	
Day 30	Aim to Finalise _____	

If complaint is linked to INV:

Linked on MACS

ACK letter sent

Emailed INV to admin staff

Delivered to PAMDA admin

Signed _____ Date _____

Sunshine Coast
Office of Fair Trading
Department of Justice and Attorney-General
54 Baden Powell Street, Maroochydore Qld 4558
PO Box 870 Maroochydore Qld 4558
T: (07) 5430 8913
F: (07) 5430 8988
E: crimson.williams@justice.qld.gov.au

Customer Call Centre 13 QGOV (13 74 68)
www.fairtrading.qld.gov.au

I am available on Mondays, Tuesdays and Wednesdays.
Otherwise, if the matter is urgent John Northey is available on Thursdays and Fridays.
Contact Number: (07) 5430 8913.



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

Great state. Great opportunity.



Queensland
Government

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