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

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

Gender:

Age:

Employment status:

Background:

Gross Annual Income (personal):

Language spoken at home:

### Attachments

Attachment 1:	1.jpg, type image/	ipeg. 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

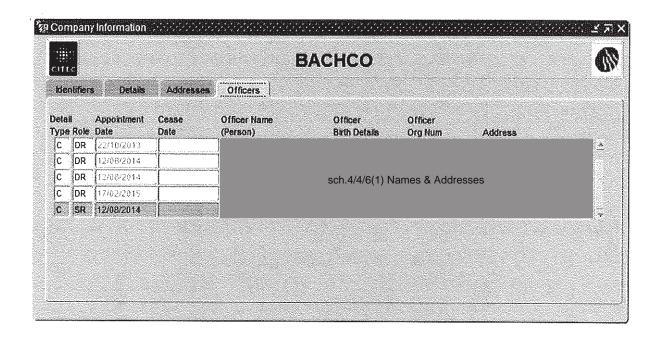
**Attachment 4:** 11093903\_10155413928820707\_377274079\_n.jpg, type image/jpeg, 79.1 KB

# Agreement

Agreement: I agree

SERVICE ROAD EXPRS 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



# C File Timeframes

Day 1	Date Rec'd: 3103115	ASSESSMENT CHECKLIST
,		<ul> <li>Correct T Organisation?</li> </ul>
		<ul><li>Data Integrity</li><li>C details</li></ul>
	Wes 19 Mr. 19 Mr.	T details
	2.30 pm	<ul><li>Description (incl keywords)</li></ul>
	( ( -	<ul><li>Dates</li><li>Codes</li></ul>
Day 2	Lagrad MACS, 9 4 15	<ul><li>QLD Matter?</li></ul>
Day 3	Logged MACS: 9/4/15	Checked printouts / intel.
		gathered
	Assessed: 10415	<ul> <li>Do we need evidence / further documentation?</li> </ul>
	Allocated Office:	<ul> <li>Does this need to be referred?</li> </ul>
	Allocated Officer:	Legislation ○ ACL:
	V. Will not compensat	representations o goods or services
	V. Will not compensul	c o employment o rebates, gifts, prizes
	the damage - it,	o bait advertising
	was not properly pour	country of origin Unsolicited supplies
	the damage - it was not properly pour not packaged viry real	o cards o goods/services
Day 10	Complainant Acknowledged	
Day 10		E
	Dhad This wone before	<ul> <li>Harassment and coercion</li> <li>Consumer guarantees</li> </ul>
	If complaint is linked to INV:	<ul><li>Goods and Services</li><li>Repairs, spare parts</li></ul>
	Il complaint is linked to live.	<ul> <li>Unsolicited Consumer</li> </ul>
		Agreements  o In person
	Linked on MACS	o By phone o Shopping centre
		<ul> <li>Competition</li> </ul>
	ACK letter sent	<ul> <li>Lay-by</li> <li>Proof of transaction/itemised bill</li> </ul>
	AON letter sent	<ul><li>Repair notices</li><li>Safety standards</li></ul>
		o Is C a Consumer?
	Emailed INV to admin staff	<ul> <li>PAMDA – Real Estate</li> </ul>
		Motor Dealing     Auctioneering
	Delivered to PAMDA admin	<ul> <li>Property Developers</li> </ul>
5		<ul> <li>Pastoral Houses</li> </ul>
	Signed Date	<ul> <li>Trust Accounts</li> <li>Code of Conduct</li> </ul>
		o ASSOC o Charities
		o Sec. Provider
		<ul><li>SHD &amp; Pawnbrokers</li><li>Introduction Agents</li></ul>
		o Fitness Industry COC
		□ Update MACS changes
		<ul><li>Update MACS allocations</li><li>Check AA complaints folder</li></ul>
		□ Trader History Check
Day 30	Aim to Finalise	il .

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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Unleash potential

Be courageous

Empower people



Great state. Great opportunity.

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\*

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