



Queensland
Government

Office of Fair Trading
Department of Employment,
Economic Development and
Innovation

Complaint file number

C-12 09091

Work unit

Investigations

Investigation file number

I-12 00755

Inspector

S. Capell

Complainant name

Sch4/3/3

COMPLAINT FILE

Trader's details

Name: Kar Land Pty Ltd

Address: 3475 Pacific Hwy

Springwood QLD 4127

Phone: 1300 592 422

Result due date:

1-JUL-12

Completion date:

Destruction date:

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BAR CODE

COMPLIANCE AND ENFORCEMENT FRAMEWORK REVIEW			
Compliance Officer	Section 5 - Review C & E Framework		Approving Officer:
Yes / No / NA	Complainant has been contacted to confirm allegations		Yes / No / NA
Yes / No / NA	All breaches & entities have been identified and entered on MACS		Yes / No / NA
Yes / No / NA	Significant factors (eg: media interest) been identified & reported		Yes / No / NA
Yes / No / NA	All avenues of investigation have been undertaken		Yes / No / NA
Yes / No / NA	File notes have been maintained, signed where appropriate and attached to the file		Yes / No / NA
Yes / No / NA	Appropriate investigation methodology was applied		Yes / No / NA
Yes / No / NA	Sufficient evidence exists to support the recommendations		Yes / No / NA
Yes / No / NA	Documents exhibits have been recorded and stored appropriately		Yes / No / NA
Yes / No / NA	Emerging issues or trends been identified and reported		Yes / No / NA
Yes / No / NA	Policy decisions or public interest factors (eg: legal opinion) are filed		Yes / No / NA
Yes / No / NA	Complainant has been notified of the outcome Phone / EMAIL / Letter		Yes / No / NA
Yes / No / NA	Any redress has been confirmed and details included on MACS		Yes / No / NA
Yes / No / NA	Trader letter in support of enforcement action is attached		Yes / No / NA
Yes / No / NA	MPS timeframes have been met		Yes / No / NA
Yes / No / NA	Investigation has been finalised on MACS		Yes / No / NA
Yes / No / NA	Matter need to be referred to a higher authority for info/action		Yes / No / NA
CLOSURE			
Compliance Officer:		Approving Officer:	
Date:		Date:	
Signature:		Signature:	

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*****DISCLAIMER*****

The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended only for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of the Queensland Government and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network.

TEMPLATE FOR 'SEARCHES'

This is a mandatory form that requires each search box ticked as part of the Office of Fair Trading quality assurance.

No need to print

☒ 1. MACS

1st Step – Check if complaint already exists

- MACS > compliance > complaint > complaint SEARCH
- Key in surname and first initial (in case keyed on incorrectly)

2nd Step – Trader details

- **NB: all Occupational Licensing (by OFT) should be licensed with details already on MACS**
- MACS > compliance > complaint > complaint DETAILS
- Type in first name of the trader only (eg; Harvey Norman; Samsung; or Ray White (with no suburbs/towns/added
- Scroll down to the appropriate business name/trader entity with the correct address. If the business name is registered, the trader should have their BN listed against their name. Write BN number on checklist (when applicable)
- ACN numbers not shown – when a company name is found on an existing complaint in MACS, search ASIC to find the ACN number. (eg. Samsung search would bring up Samsung Electronics Australia Pty Ltd.) Write ACN number on checklist at right, print details of company per instructions at Point 2
- **If the trader is a Real Estate Agent/Motor Dealer/Other Occ Lic;**
- Choose the correct trader listed in MACS, use the right return arrow to bring details 'around', then the license numbers should appear on the screen. Write number on checklist at right and print details
- Search > Entity Search >
- If individual, leave 'TYPE' as individual, key in license number of **first initial** and surname
- If company, 'TYPE' field change to 'ALL ENTITY TYPES'

ALL PRINTOUTS SHOULD BE TRADER PROFILE FORMAT.

☒ 2. ORGANISATION SEARCHES

1st Step – Log into ASIC Portal

- Select drop down box under 'Search Within' > Select option (eg. 'Business Name Index') > Type in name of trader > Click 'GO'

2nd Step – Select Appropriate ASIC BN

- Choose appropriate ASIC BN, check tick box for current extract or historical extract > Select 'Add to Cart' > Go to Check out and follow process to retrieve Extract > Click on 'Online Retrieval Status' or wait for extract link to be emailed through > retrieve PDF and print
- **NB: BACHCO Printouts can be used if ASIC BN is cancelled pre 28/05; if searching for Incorporated Association; or if ASIC BN cannot be found (input file note on MACS if BACHCO BN Extract is printed for post 28/05 trader)**

3rd Step – ASIC BN / STATE BN

- Write ASIC BN number and/or STATE BN number etc on checklist

☒ 3. OTHER SEARCHES TO CONSIDER

- ABN
- Other authority licensing
- White/Yellow pages
- Geek Tools
- Web search
- Reverse Australia

TRADER:

MACS: Exist / New

ABN: Investigation

Status:

ACN:

Status:

ASIC BN:

Status:

STATE BN:

State:

Status:

LICENCE:

OFT

:

Type:

Status:

OTHER AUTHORITY

:

Type:

Status:

LICENSE TYPES:

- RE – Real Estate
- MD – Motor Dealer
- PD – Property Developer
- RL – Resident Letting
- AU – Auctioneer
- PH – Pastoral House
- BG – Bodyguard
- CA – Commercial Agent
- CC – Crowd Controller
- SEC – Security Provider/Firm
- SF – Security Firm
- PI – Private Investigator
- RS – Restricted Security
- SHD – Second Hand Dealer & Pawnbroker
- INT – Introduction Agent
- ITO – Inbound Tour Operator
- TA – Travel Agent
- TAG – Travel Agent

☐ Documents
Uploaded

☐ Documents
Deleted from
Folder

Signed Seetha

Date 22/06/2012

C File Timeframes

ASSESSMENT CHECKLIST

Day 1	Date Rec'd: <u>15-04-2012</u>
Day 3	Logged MACS: _____ Assessed: _____ Allocated Office: _____ Allocated Officer: _____
Day 10	Complainant Acknowledged _____
Day 30	Aim to Finalise _____

- Correct T Organisation?
- Data Integrity
 - 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?

Legislation

- ACL:
 - False or misleading representations
 - goods or services
 - employment
 - rebates, gifts, prizes
 - bait advertising
 - country of origin
 - Unsolicited supplies
 - cards
 - goods/services
 - blowers
 - Pyramid schemes/Referral selling
 - Pricing
 - Harassment and coercion
 - Consumer guarantees
 - Goods and Services
 - Repairs, spare parts
 - Unsolicited Consumer Agreements
 - In person
 - By phone
 - Shopping centre
 - Competition
 - Lay-by
 - Proof of transaction/itemised bill
 - Repair notices
 - Safety standards
 - Is C a Consumer?
 - Is it relevant?
- PAMDA – Real Estate
 - 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

- * Update MACS changes
- * Update MACS allocations
- * Check AA complaints folder



1-2012-00755

Investigation Detail

Investigation No: 1-2012-00755

Trader

Entity Name	B/H Phone	Business Name	B/H Phone
KAR LAND PTY LTD	07 3347 2222	WEBUYANYCAR	1300592422



Investigation No: I-2012-00755

Complaint Ref.	Received Date	Complainant	Dispute Outcome	Compliance Outcome	Redress Obtained
C-2012-03715	20-MAR-12	Sch4/3/3	COMPLAINT WITHDRAWN		\$0.00
C-2012-04210	30-MAR-12				
C-2012-04728	16-APR-12				
C-2012-04940	19-APR-12				
C-2012-04975	20-APR-12				
C-2012-05057	23-APR-12				
C-2012-05062	23-APR-12				
C-2012-05138	24-APR-12				
C-2012-05207	26-APR-12				
C-2012-05285	27-APR-12				
C-2012-05343	29-APR-12				
C-2012-05346	01-MAY-12				
C-2012-05495	08-MAY-12				
C-2012-05803	11-MAY-12				
C-2012-06041	10-MAY-12				
C-2012-06307	23-MAY-12				
C-2012-06367	24-MAY-12				
C-2012-06541	30-MAY-12				
C-2012-06617	31-MAY-12				
C-2012-06915	07-JUN-12				
C-2012-07172	12-JUN-12				
C-2012-07481	20-JUN-12				
C-2012-07515	21-JUN-12				
C-2012-07605	26-JUN-12				
C-2012-07634	26-JUN-12				
C-2012-07776	28-JUN-12				
C-2012-07824	29-JUN-12				
C-2012-07859	02-JUL-12				
C-2012-07903	02-JUL-12				
C-2012-07972	03-JUL-12				
C-2012-07974	03-JUL-12				
C-2012-07985	02-JUL-12				
C-2012-08044	05-JUL-12				
C-2012-08053	05-JUL-12				
C-2012-08079	06-JUL-12				
C-2012-08125	09-JUL-12				
C-2012-08180	07-JUL-12				
C-2012-08209	10-JUL-12				
C-2012-08251	11-JUL-12				
C-2012-08265	11-JUL-12				
C-2012-08289	12-JUL-12				
C-2012-08303	12-JUL-12				
			REF'D TO OTHER AGENCY		\$0.00
			COMPLAINANT SATISFIED COMPLIANCE ACTION COMMENCED	COMPLAINT WITHDRAWN	\$400.00
C-2012-08356	13-JUL-12		REF'D TO OTHER AGENCY		\$0.00
C-2012-08489	16-JUL-12				
C-2012-08502	16-JUL-12				
C-2012-08568	18-JUL-12				
C-2012-08652	19-JUL-12				
C-2012-08694	20-JUL-12				
C-2012-08714	27-JUL-12				

Page 2 of 4



Investigation Detail

Investigation No: 1-2012-00755

MACS Category: 1
Assessed Category: 1
Priority: LOW
Complexity: LOW
Assess. Officer: TREVOR COOK
Assess. Date: 02-APR-12

Existing Complaints: YES
Risk to Disadvantaged: NO
Broad Consumer Base: NO
Emerging Trend: NO
Enforcement History: NO

Assessment Clarification:

Breaches

Legislation	Section	Other	From	To	Subst. Breach
AUSTRALIAN CONSUMER LAW (QLD)	Section 29(1)(a)			Y
Statute Barred Date: 20-MAR-15					

Outcome:
Outcome Date:

Total Amount Sought 306505
Total Amount Obtained: 400

Prod/Ind/Cond

Product

Category: DISTRIBUTIVE TRADE SERVICES; FOOD/BEV. SERVING; TRANSPORT; UTILITIES; LODGING
Sub-Category: RETAIL TRADE SERVICES
Type
MOTOR VEHICLE SALES

Industry Group

Category: RETAIL TRADE
Sub-Category: MOTOR VEHICLE RETAILING AND SERVICES
Type
MOTOR VEHICLES SALES

Conduct

Category	Sub-Category	Type
CONDUCT	MISLEADING/DECEPTIVE CONDUCT NEC	MISLEADING/DECEPTIVE CONDUCT NEC
CONDUCT	FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY

Evidence

Ref	Type	Collection Method	Date Collected	Storage Location
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Witnesses

Name	Type	Witness Name	Type	Status	Outcome
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Legal Action

Ref	Type	Date Initiated	Status	Status Date	Trader
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OTHER AUTHORITY

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☒ Documents
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Folder

Signed Sue H

Date 8/8/2012

C File Timeframes

Day 1	Date Rec'd: <u>30 Jul 2012</u>	ASSESSMENT CHECKLIST <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? Legislation <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>8 Aug 2012</u> Assessed: _____ Allocated Office: _____ Allocated Officer: _____	
Day 10	Complainant Acknowledged _____	
Day 30	Aim to Finalise _____	

- * Update MACS changes
- * Update MACS allocations
- * Check AA complaints folder