



Queensland
Government

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

Complaint file number

C-12 09683

Work unit

Investigations

Investigation file number

1-12 00755

Inspector

N. Garrett.

Complainant name

Sch4/3/3

COMPLAINT FILE

Trader's details

Name:

Kar Land Pty Ltd

Address:

3475 Pacific Hwy

Springwood QLD 4127

Phone:

1300592422

Result due date:

1-JUL-12

Completion date:

Destruction date:

3

8

6

6

0

12

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:



Investigation Detail

Investigation No: I-2012-00755

Complaint Ref.	Received Date	Complainant	Dispute Outcome	Compliance Outcome	Redress Obtained
C-2012-08716	27-JUL-12	Sch4/3/3			
C-2012-08739	23-JUL-12				
C-2012-08750	23-JUL-12				
C-2012-08758	23-JUL-12		REF'D TO OTHER AGENCY		\$0.00
C-2012-08764	23-JUL-12				
C-2012-08768	23-JUL-12				
C-2012-08840	25-JUL-12				
C-2012-08841	31-JUL-12				
C-2012-08842	25-JUL-12				
C-2012-08850	25-JUL-12				
C-2012-08852	25-JUL-12				
C-2012-08883	26-JUL-12				
C-2012-08889	26-JUL-12				
C-2012-08948	26-JUL-12				
C-2012-08957	27-JUL-12				
C-2012-08958	26-JUL-12				
C-2012-08999	27-JUL-12				
C-2012-09027	27-JUL-12				
C-2012-09029	27-JUL-12				
C-2012-09087	30-JUL-12				
C-2012-09090	30-JUL-12				
C-2012-09091	30-JUL-12				
C-2012-09177	31-JUL-12				
C-2012-09256	02-AUG-12				
C-2012-09280	02-AUG-12				
C-2012-09318	03-AUG-12				
C-2012-09323	03-AUG-12				
C-2012-09395	07-AUG-12				
C-2012-09403	07-AUG-12				
C-2012-09419	07-AUG-12				
C-2012-09421	07-AUG-12				
C-2012-09422	07-AUG-12				
C-2012-09423	07-AUG-12				
C-2012-09452	09-AUG-12				
C-2012-09477	08-AUG-12				
C-2012-09503	09-AUG-12				
C-2012-09515	08-AUG-12				
C-2012-09604	13-AUG-12				
C-2012-09683	14-AUG-12				

Complainant/s

Entity Name	Contact Name	B/H Phone	Business Name	Corr.
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Linked Matters

Source Compliance Check:

Master Investigation:

Created Compliance Check:

Merged Investigations:



Investigation Detail

Investigation No: I-2012-00755

Complaints

Complaint Ref.	Received Date	Complainant	Dispute Outcome	Compliance Outcome	Redress Obtained
C-2012-03715	20-MAR-12	Sch4/3/3	COMPLAINT WITHDRAWN		
C-2012-04210	30-MAR-12				\$0.00
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		REF'D TO OTHER AGENCY		\$0.00
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		COMPLAINANT SATISFIED COMPLIANCE ACTION COMMENCED	COMPLAINT WITHDRAWN	\$400.00
C-2012-08356	13-JUL-12				
C-2012-08489	16-JUL-12				
C-2012-08502	16-JUL-12				
C-2012-08568	18-JUL-12		REF'D TO OTHER AGENCY		
C-2012-08652	19-JUL-12				
C-2012-08694	20-JUL-12				
C-2012-08714	27-JUL-12				\$0.00



Investigation Detail

Investigation No: I-2012-00755

Trader

Entity Name

B/H Phone

Business Name

B/H Phone

KARLAND PTY LTD

07 3347 2222

WEBUYANYCAR

1300592422



Investigation Detail

Investigation No: I-2012-00755

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

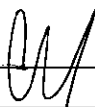
Ref	Type	Collection Method	Date Collected	Storage Location
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Witnesses

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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CONCIL <input type="checkbox"/>	Consumer:	
CALLI <input type="checkbox"/>	Trader:	PER FORM/LETTER: OTHER:
REF <input type="checkbox"/>	Description:	C HAS NOT RECEIVED PAYMENT FROM T FOR A VEHICLE. C WANTS T TO RETURN THE CAR OR PAY THE MONEY ^{owed}
INV <input type="checkbox"/>	Key Words	
OTHER <input type="checkbox"/>	<input type="checkbox"/> SOLAR PANELS	
	<input type="checkbox"/> SOLAR HOT WATER	
	<input type="checkbox"/> INSULATION	
	<input type="checkbox"/> ICAN	
	<input type="checkbox"/> THONGS	
	<input type="checkbox"/> MY REEF	
	<input type="checkbox"/> GROUP BUY	
	<input type="checkbox"/> FEED IN TARIFF	
	<input type="checkbox"/> Refer by EWOQ	
Reg Office:	Product:	VEHICLE SALES.
	Industry Group:	
	Conduct:	NON SUPPLY / PARTIAL: <input type="checkbox"/> MISREP: <input type="checkbox"/>
		WARRANTIES: <input type="checkbox"/> REFUNDS: <input type="checkbox"/>
		NON PERFORM: <input type="checkbox"/>
		UNSAT PERFORM GOOD / SERVICE: <input checked="" type="checkbox"/>
		FAILURE to ACT: <input type="checkbox"/>
Intitials:	Action	Email C for: proof of purchase <input type="checkbox"/> C/C spiel <input type="checkbox"/>



PAYMENT TERMS

- E.F.T. will be processed after 10 working days from purchase date.
- Payout figures will be paid by EFT made out to **finance company**
- All purchases have a **\$50.00 admin fee.**

but to take this situation further.

This e-mail is to advise you that I have spoken to the Department of Fair Trade regarding the late payment of money owed to me by We Buy Any Car and will be lodging a formal complaint with the Department, if payment is not received by 5pm today, Monday 23 July 2012.

Regards

Sch4/3/3

TEMPLATE FOR 'SEARCHES' *No need to print*

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

☒ 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: Inu
MACS: Exist / New

ABN:
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... Seah

Date 24/08/2012

C File Timeframes

ASSESSMENT CHECKLIST

Day 1

Date Rec'd: 14-08-2012

Day 3

Logged MACS: 24-8-12

Assessed: _____

Allocated Office: _____

Allocated Officer: _____

Day 10

Complainant Acknowledged _____

- 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

Day 30

Aim to Finalise _____