



Queensland
Government

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

Complaint file number

C-12 12705

Work unit

Investigations

Investigation file number

I-12 00755

Inspector

N. Garrett

Complainant name

Sch4/3/3

COMPLAINT FILE

Trader's details

Name: Kar Land Pty Ltd

Address: 704 Nicklin Way

Currimundi QLD 4551

Phone: 1300 592422

Result due date: 29-SEP-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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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				
C-2012-10096	24-AUG-12				
C-2012-10337	30-AUG-12				
C-2012-10406	02-SEP-12				
C-2012-10876	14-SEP-12				
C-2012-11085	20-SEP-12				
C-2012-11276	26-SEP-12				
C-2012-12705	09-NOV-12				



Investigation Detail

Investigation No: I-2012-00755

Trader

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

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		\$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	01-JUL-12				
C-2012-07824	01-JUL-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		COMPLAINANT SATISFIED COMPLIANCE ACTION COMMENCED	COMPLAINT WITHDRAWN	\$400.00
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				
C-2012-08356	13-JUL-12				
C-2012-08489	16-JUL-12				
C-2012-08502	16-JUL-12		REF'D TO OTHER AGENCY		\$0.00
C-2012-08568	18-JUL-12				
C-2012-08652	19-JUL-12				
C-2012-08694	20-JUL-12				
C-2012-08714	27-JUL-12				

Monday November 12 2012 1:25 PM

Report Ref: xm_rp_investigation.rdf

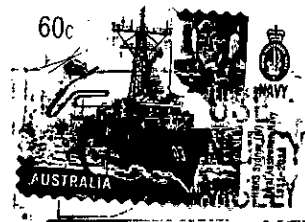
User Ref: PLATTC



Investigation Detail		Investigation No: I-2012-00755			
Prod/Ind/Cond					
<u>Product</u>					
Category: DISTRIBUTIVE TRADE SERVICES; FOOD/BEV. SERVING; TRANSPORT; UTILITIES; LODGING					
Sub-Category: RETAIL TRADE SERVICES					
Type					
MOTOR VEHICLE SALES					
<u>Industry Group</u>					
Category: RETAIL TRADE					
Sub-Category: MOTOR VEHICLE RETAILING AND SERVICES					
Type					
MOTOR VEHICLES SALES					
<u>Conduct</u>					
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	
Witnesses					
Name	Type	Witness Name	Type	Status	Outcome
Legal Action					
Ref	Type	Date Initiated	Status	Status Date	Trader

FAIR TRADING OPERATIONS
DEPT OF JUSTICE & ATTORNEY GENERAL
G.P.O. BOX 3111
BRISBANE
QLD

PROCESSED 28



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Sch4/3/3

