



Queensland  
Government

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

Complaint file number—

E-12 08714

Work unit

Investigations

Investigation file number

F-12 00755

Inspector

S. Capell

Complainant name

Sch4/3/3

COMPLAINT FILE

### Trader's details

Name: Kar Land Pty Ltd

Address: 704 Nicklin Way

Currimundi QLD 4551

Phone: 1300 592 422

Result due date:

1-JUL-12.

Completion date:

Destruction date:



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			
<b>Prod/Ind/Cond</b>					
<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			
<b>Evidence</b>					
Ref	Type	Collection Method	Date Collected	Storage Location	
<b>Witnesses</b>					
Name	Type	Witness Name	Type	Status	Outcome
<b>Legal Action</b>					
Ref	Type	Date Initiated	Status	Status Date	Trader



## 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	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		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				
C-2012-08714	27-JUL-12				
C-2012-08716	27-JUL-12				



## Complaint Detail

Complaint No.: C-2012-08714

### Complainant

#### Preferred Contact Method:

Title:

Complainant Type: CONSUMER TO BUSINESS

First Name: Sch4/3/3

Surname:

Organisation:

Address:

Suburb:

State:

Post Code:

Country:

Home Phone:

Fax:

Work Phone:

Mobile:

Email:

### Trader

Business Name: WEBUYANYCAR

Entity Name: KAR LAND PTY LTD

Address: 704 NICKLIN WAY, CURRIMUNDI QLD  
4551

B/H Phone: 1300592422

Fax:

Email:

### Complaint Details

Sub Program: INVESTIGATIONS

Status: INVESTIGATION COM

Source: E-MAIL

Officer: SCOTT CAPELL

Category: 1

Rec'd Date: 27-JUL-2012

Office: BRISBANE -  
INVESTIGATIONS

Complexity: LOW

Created Date: 31-JUL-2012

Outcome Due Date: 25-OCT-2012

Recfind No:

Payment Method: NOT PROVIDED

Trader's Rep:

Transaction Method: NOT PROVIDED

Product Price:

Incident Date: 18-MAY-2012

Amount Paid:

Attempted Res'n Date:

Redress Sought (\$): 0.00

Description:

Trader's Offer:

Court: NOT PR

Resolution Sought:

Future Contact: YES

Assessed Redress (\$): 0.00

Redress Obtained (\$):

Dispute Outcome:

Referred To:

Dispute Outcome Date:

Linked Investigation: I-2012-00755

Compliance Outcome:

Comp. Outcome Date: