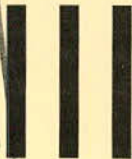




OFFICIAL MAIL



Return to:

Office of Fair Trading

GPO Box 3111 Brisbane

Queensland 4001 Australia



# Registered Post



## Delivery Confirmation – Advice Receipt

BC.

Registered Post No.

51002485977017

Sender's Reference

1-2014-103362

Receipt is acknowledged of the Registered Post item, the number of which appears above.

Sign Here



Signature of Addressee\* or Agent

x

\*Registered Post articles sent **Person to Person** must be signed by the **addressee only**.

Signature of Delivery Officer

Date delivered

24 / 10 / 14



# CALLI Investigation checklist

## Subsequent complainants

### References:

1. Compliance Enforcement and Policy Standards (CEPS)
2. Compliance Investigations Manual (CIM)
3. Investigation Summary
4. <http://intranet.justice.govnet.qld.gov.au/divisions-and-branches/office-of-fair-trading/compliance>
5. Inspectors Case Report – template
6. [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au)

### 1. Contact with Complainant (if applicable) - section 5.5.1 CEPS

#### Upon receipt of investigation within seven days:

- Acknowledge complaint (Email template)
- Ask Complainant to send all information and documents to you

Date: \_\_\_\_\_

- make file note or print email recording issues discussed

#### If not within seven days, asap:

- Confirm the issues for investigation with the complainant
- explain the role of OFT, including what it can and cannot do (refer to <http://www.fairtrading.qld.gov.au/make-a-complaint.htm>)
- confirm OFT cannot order traders to pay, your role is to *investigate*
- inform the complainant of alternative avenues for redress (QCAT, legal advice)
- advise the estimated time frame for the investigation, advise
- confirm OFT may contact trader (note a signed complaint form is agreement from the Complainant for OFT to reveal information to the trader)

Date: \_\_\_\_\_

- make file note recording issues discussed
- If no follow up is required, draft finalisation letter – advise we may contact them again for court and OFT will take appropriate enforcement action
- If follow up required, make date/time to take consumer statement

### 2. Decision (CEPS – BCS)

#### Recommended action

- Compliance Advice letter
- CPN (under \$3,000)

# CALLI Investigation checklist

## Subsequent complainants

Warning

No further action

PIN (no more than \$3,000)

Refer to region (Threshold)

PCO approval obtained

Date:

17/11/14

Date complainant thanked (if not in 1. above):

File closed on MACS and submitted to PCO Date:

24/11/14