



| Note Ref | Note Subject | Created On |
|----------|--------------|------------|
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ExSch3(10)(1)(a)



Investigation Detail

Investigation No: I-2018-02575

MACS Category: 1

Existing Complaints: YES

Assessed Category: 1

Risk to Disadvantaged: NO

Priority: MEDIUM

Broad Consumer Base: NO

Complexity: MEDIUM

Emerging Trend: NO

Assess. Officer: MICHELLE JAMENA

Enforcement History: NO

Assess. Date: 12-NOV-18

Assessment Clarification:

Sch3(10)(1)(a)

Prod/Ind/Cond

Product

Category: BUSINESS & PRODUCTION SERVICES

Sub-Category: OTHER MANUFACTURING SERVICES

Type

CASTING, FORGING, STAMPING, & SIMILAR METAL MANUFACTURING SERVICES

Industry Group

Category: MANUFACTURING

Sub-Category: MACHINERY AND EQUIPMENT MANUFACTURING

Type

MACHINERY AND EQUIPMENT MANUFACTURING

Conduct

Category

WARRANTIES, QUALITY AND SUPPLY

Sub-Category

NON/PARTIAL SUPPLY, DELAY IN SUPPLY

Type

NON/PARTIAL SUPPLY, DELAY IN SUPPLY

Evidence

Ref

Type

Collection Method

Date Collected

Storage Location



Investigation Detail

Investigation No: I-2018-02575

Witnesses

| Name Type | Witness Name | Type | Status | Outcome |
|-----------|--------------|------|--------|---------|
|-----------|--------------|------|--------|---------|

Legal Action

| Ref | Type | Date Initiated | Status | Status Date | Trader |
|-----|------|----------------|--------|-------------|--------|
|-----|------|----------------|--------|-------------|--------|

Brief

| Ref | Trader | Investigation Officer | Status | Status Date |
|-----|--------|-----------------------|--------|-------------|
|-----|--------|-----------------------|--------|-------------|

Review History

| Review Type | Review By | Review Date | Outcome | Notes |
|--------------------|----------------|-------------|--------------|--|
| SUPERVISOR/MANAGER | LENA TEDMANSON | 04-JUN-2019 | SATISFACTORY | SEE EXTERNAL DOCS FOR FILE REVIEW |
| SUPERVISOR/MANAGER | LENA TEDMANSON | 21-MAY-2019 | SATISFACTORY | SEE EXTERNAL DOCS FOR FILE REVIEW |
| SUPERVISOR/MANAGER | LENA TEDMANSON | 02-MAY-2019 | SATISFACTORY | SEE EXTERNAL DOCS FOR FILE REVIEW |
| SUPERVISOR/MANAGER | LENA TEDMANSON | 14-MAR-2019 | SATISFACTORY | SEE EXTERNAL DOCS FOR FILE REVIEW |
| SUPERVISOR/MANAGER | LENA TEDMANSON | 12-FEB-2019 | SATISFACTORY | SEE EXTERNAL DOCS FOR FILE REVIEW |
| SUPERVISOR/MANAGER | LENA TEDMANSON | 14-JAN-2019 | SATISFACTORY | SEE EXTERNAL DOCS FOR FILE REVIEW INSTRUCTIONS |
| SUPERVISOR/MANAGER | LENA TEDMANSON | 20-DEC-2018 | SATISFACTORY | SEE EXTERNAL DOCS FOR FILE REVIEW INSTRUCTIONS |
| SUPERVISOR/MANAGER | LENA TEDMANSON | 29-NOV-2018 | SATISFACTORY | RECENTLY ALLOCATED, NO FORMAL REVIEW THIS FORTNIGHT - FOLLOW INSTRUCTIONS PROVIDED |



Queensland
Government

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Visit www.qld.gov.au/fairtrading for more information.

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www.justice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people

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2018 Christmas closure

The Office of Fair Trading will be closed from Tuesday 25 December 2018 and will reopen on Wednesday 2 January 2019. During the closure, general fair trading information and advice is available from www.qld.gov.au/fairtrading or by calling 13 QGOV (13 74 68).

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Queensland
Government Elsie Dunphy
Senior Compliance Officer

**Marketplace and Financial Investigations
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Complaint Detail

Complaint No.: C-2018-15200

Marketplace Data

Product Category

METAL PRODUCTS, MACHINERY
& EQUIPMENT

Product Sub-Category

TRANSPORT EQUIPMENT

Product Type

BODIES (COACHWORK) FOR
MOTOR VEHICLES, TRAILERS
& SEMI-TRAILERS, PARTS &
ACCESS.

Industry Group Category

RETAIL TRADE

Industry Group Sub-Category

PERSONAL AND HOUSEHOLD
GOODS

Industry Group Type

PERSONAL AND HOUSEHOLD
GOODS NEC

Conduct Category

WARRANTIES, QUALITY AND
SUPPLY

Conduct Sub-Category

REFUNDS

Conduct Type

REFUNDS

Demographics

Gender: MALE

Age Group: 55 - 64

Employment Status: Self Employed (business owner): Y

Full Time Employed: N

Part Time Employed: N

Student: N

Unemployed: N

Care-giver / Home Maker: N

Retired: N

Employment Status Not Provided: N

Vulnerable Group: Indigenous / South Sea Islander: N

Non-English speaking background: N

Disability: N

Vulnerable Group Not Provided: Y

Language Spoken:

Income Group: \$41.600 - \$77.999 PER YEAR