

# Office of Fair Trading



Queensland  
Government

## Complaint form

This form is effective from 1 July 2019

### OFFICE USE ONLY

Date received

#### National Relay Service

If you are deaf or have a hearing or speech impairment, contact us through the **National Relay Service (NRS)**

Ask the NRS to connect you to **13 QGOV (13 74 68)**

#### Interpreter assistance

Contact the **Translating and Interpreting Service (TIS National)** on 131 450

### Instructions

This form is used to lodge a complaint with the Office of Fair Trading. Please fill out to the best of your ability. If you have not already approached the trader you should do so before lodging a complaint with us.

It is best to discuss the issue with the business before lodging a formal complaint with us. Information on how to complain to a business is located on [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading), search 'Talk to the business first'.

When completing this form print neatly and:

- supply the **correct name** of trader and address—refer to invoice, receipt, contract, etc.
- send **copies (not originals)** of relevant documentation.

Have you complained in writing to another government agency about this?

☒ No ☐ Yes — whom .....

If yes, what was that agency's decision regarding the matter?.....

If your complaint is resolved after lodging this form, please advise the Office of Fair Trading as soon as possible by calling 13 QGOV (13 74 68) or visit [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)

## Part 1—Personal details

### Your details

Preferred Title ☒ Mr ☐ Mrs ☐ Ms ☐ Miss Other (specify) .....

First name sch 4/3/3 Last name .....

Address .....

Suburb/town ..... State ..... Postcode .....

Daytime contact number (include area code) .....

Alternate contact number .....

Fax (include area code) .....

Alternate contact number .....

Mobile .....

Email address .....

19\_1160FT

## Part 2—Trader and transaction details

### Trader and transaction details

Please complete as many details as possible.

Send only **copies** and retain original documents in a safe place.

We will contact the trader about the complaint so be as accurate as possible.

Look on your invoices, receipts or contracts to get the correct name and address of the trader. If you supply incorrect details it will take us longer to address your complaint

Trader's

ACN or A

Salespe

Address

Suburb/

Phone ..

Website

Email ...

Descript

sch 4/3/3

How did you pay the trader? (if relevant)

☐ Buy now/pay later (Afterpay, ZipPay, etc)

☐ Credit card

☐ Debit card

☐ Online payment (Paypal, eWay, Securepay, etc.)

☐ BPay/Direct Debit

☐ Money order/cheque

☐ Cash

☐ Money transfer (direct bank transfer, Western Union, etc)

☐ Other (gift card, cryptocurrency, etc.)

☒ No payment

What was the method of transaction?

☐ Social media

☐ Online retail

☐ Mail/catalogue

☐ Telephone

☐ In person

☒ No payment made

Date of purchase of goods or services   /   /

Date you contacted trader regarding problem   /   /

Name and stated position of person to whom you complained

Product/service price \$ ..... Amount paid \$ .....

Amount sought to resolve problem \$ .....

### Part 3—Complaint details

**Please provide details of the complaint in chronological order.**

Attach copies of supporting documentation if available  
e.g. invoices, receipts, contracts.

This will help us assess your complaint and decide the best course of action.

sch 4/3/3

**What has the trader offered to do to resolve your complaint or what reasons have they given in refusing your request?**

**What would you like the trader to do to resolve the matter?**

#### Part 4—Declaration and signature

##### Declaration and signature

The Office of Fair Trading is collecting your information on this form to process your complaint under the *Fair Trading Act 1989* and the Australian Consumer Law. The Office of Fair Trading usually discloses this information to the trader and other Australian and New Zealand fair trading agencies. Your complaint may be transferred to another agency.

Only personal information to ensure your complaint is appropriately dealt with is provided to the trader you are complaining about.

If we decide that the trader has breached fair trading legislation and the case goes to court, are you prepared to assist us during that process (e.g. as a witness)?

☒ Yes ☐ No

**Please note:** We encourage you to share information with us to enable a full and prompt assessment of your complaint. Please understand we may not always commence action on your behalf. We must carefully manage the use of public resources to ensure maximum efficiency is achieved. This will result in a range of outcomes for complaints lodged with us, including some matters being investigated, some matters conciliated and some matters returned for self-resolution by the consumer.

All matters will be placed on record for information and intelligence purposes.

Most complaints we receive do not proceed to court as they do not involve a breach of legislation. In these instances we may attempt to conciliate the matter with the trader on your behalf to try and have the matter resolved.

Do you wish for the complaint to remain anonymous?

☐ Yes ☒ No

Submitting an anonymous complaint may forgo any possible conciliation or enforcement action and the purpose of this complaint is for information purposes only.

Would you like the Office of Fair Trading (OFT) to notify you of the outcome of the complaint?

☒ Yes ☐ No

If you choose Yes, you consent to the use of this email address by the Office of Fair Trading for any or all correspondence relating to your complaint.

Are you prepared to be contacted in future by the Office of Fair Trading or contractors for customer satisfaction or other research that can help us improve our services?

☒ Yes ☐ No

I declare that the information supplied by me is, to the best of my knowledge, true and correct. I agree that the information provided (except for demographic data) may, if necessary, be revealed to the trader in correspondence or investigations concerning this complaint, or referred to another authority for their appropriate action should the matter fall outside this Office of Fair Trading's jurisdiction. It may also be shared on a confidential basis with other Australian and New Zealand fair trading agencies.

Signature

sch 4/3/3

..... Date signed

D D M M Y Y Y Y



## Part 5—Demographic data

### Demographic data

This information is used to help us better understand who uses our services and identify groups targeted by unscrupulous businesses. You can complete this section in full, in part or not at all.

Tick all that apply.

sch 4/3/3

Preferred language if not English .....

Do you need an interpreter? ☐ Yes ☒ No

## Lodgement details

### Lodgement details

Please lodge your complaint with the Office of Fair Trading at the address below or complete an online form at [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)

#### By mail:

Office of Fair Trading  
GPO Box 3111  
Brisbane QLD 4001

Visit [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading) or call 13 QGOV (13 74 68) for information and to find your nearest Fair Trading Office.

We normally contact you within ten working days after receiving your complaint. If you have not heard from us by this time, we recommend you call us on 13 QGOV (13 74 68) or email us at [Brisbane.OFT@justice.qld.gov.au](mailto:Brisbane.OFT@justice.qld.gov.au) to confirm we have received it.