Details of your complaint

the level of service I deserve for the fees I am being charged. This business is not looking after my interests it seems in managing my property. Can you assist as to what is happening with this business. Regards, 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?:

A week ago they said they would follow up with providing inspection reports and finalise the latest lease. This has not happened and now it seems the business may well be in trouble given the business license is about to expire and the business website is no longer functioning.

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

Provide the services they are charging me for but are not delivering.

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)?:

Are you prepared to be contacted by us in future to help

us improve our services?:

Yes

Agreement

Agreement:

ij

I agree

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Gender:							
	sch.4/3/3						·
Age:		•					
Employment status:	,		anggangan Milipan Milipan Sanggan Jawa Sanggan Milipan ya Anggan Managan Sanggan Sanggan Sanggan Sanggan Sangg	phagagarilla military and the second			
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Language spoken at home:					,		
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	4)	Agr	cement				
Agreement:	I agree		10 - 1000				

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Complaint No.:

Marketplace Data

Product Category

FINANCIAL & RELATED SERVICES; REAL ESTATE

SERVICES; RENTAL & LEASING

SERVICES

Industry Group Category

PROPERTY AND BUSINESS

SERVICES

Conduct Category

WARRANTIES, QUALITY AND

SUPPLY

WARRANTIES, QUALITY AND

SUPPLY

Product Sub-Category

REAL ESTATE SERVICES

Industry Group Sub-Category

PROPERTY SERVICES

Conduct Sub-Category

REFUNDS

UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION

Product Type

RESIDENTIAL PROPERTY

MANAGEMENT ON A FEE/CONTRACT BASIS (EXCL.

MAN. & MOB. HOME)

Industry Group Type RESIDENT LETTING AGENTS

Conduct Type

REFUNDS

UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION

sch.4/3/3

Friday January 31 2020 12:10 PM Report Ref: cm_rp_complaint.rdf User Ref: SMITHK2

Office of Fair Trading



Complaint form
This form is effective from 1 july 2017

OFFICE USE ONLY DO NOTE: TO THE TOTAL STREET OF THE TOTAL STREET	Instructions This form is used to identify complaints over multiple jurisdictions. Please fill out to the best of your ability. If you have not already approached the trader you must do so before lodging a complaint. 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
Part 1—Personal details	
Your details	sch.4/3/3
Part 2—Trader and transa	action 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 complaints o be as accurate as possible.	
υ	Description of goods or services

Complaint form • V14 • July 2017

Page 1 of 3

Part 2—Trader and trans	action details continued				
·	Date of purchase of goods or services D				
•	Date you contacted trader regarding problem				
	Name and stated position of person to wi		}		
• •	1	Annual Company	i		
	Product/service price \$	sch.4/3/3	***************************************		
	Amount sought to resolve problem \$	501.4/3/3			
Part 3—Complaint detail	S				
Please provide details of the complaint in chronological					
order.	,	***************************************			
Attach copies of supporting documentation if available			•		
e.g. involces, receipts, contracts.		***************************************			
This will help us assess your	,	•	***************************************		
complaint and decide the best course of action.	THE	•			
nest course of actions	***************************************				
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	1		***************************************		
What has the trader offered		200-010-010-0			
to do to resolve your complaint or what reasons	######################################		********************		
have they given in refusing your request?	[#1965][4594][45]]]]]]]]]]]]]]]]]]]]]]]]]]]]]	***************************************	**************		
·	***************************************	\$			
What would you like the trader to do to resolve the matter?					
•					

Complaint form • V14 • July 2017

Part 4—Declaration and s	ignature			
Declaration and signature	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. ás a witness)?			the case goes to court, are you
	⊠Yes □No		:	
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.	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.			s commence action on your ure maximum efficiency iged with us, including e matters returned for self-
The Office of Fair Trading usually discloses this	All matters will be placed on record for information and intelligence purposes.			
information to the trader and other Australian and New Zealand fair trading agencies. Your complaint may be transferred to another agency.		re may attempt to con		volve a breach of legislation. rader on your behalf to try and
	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	. 1	•	
	ngree that the inform to the trader in corre authority for their ap	nation provided (exce spondence or investi propriate action sho lso be shared on a co	pt for demographic data) m gations concerning this con uld the matter fall outside ti	owledge, true and correct. I ay, If necessary, be revealed aplaint, or referred to another his Office of Fair Trading's Australian and New Zealand
	Signature .	sch.4/3/3	Date signe	
GATT CERTIFICATION CONTRACTOR CONTRACTOR AND ASSESSMENT	\$ "11 P 2" 2 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$		MANUAL PROPERTY OF THE PARTY OF	



Complaint No.:

Marketplace. Data

Product Category

DISTRIBUTIVE TRADE SERVICES;

FOOD/BEV. SERVING;

TRANSPORT; UTILITIES; .

LODGING

Industry Group Category

PROPERTY AND BUSINESS

SERVICES

Conduct Category

CONDUCT.

Product Sub-Category

LODGING; FOOD & BEVERAGE

SERVING SERVICES

Industry Group Sub-Category

PROPERTY SERVICES

Conduct Sub-Category

CONDUCT OTHER NEC

Product Type

LETTING SERVICES OF

FURNISHED ACCOMM. (EXCL. HOLIDAY & LONG-STAY FURN.

ACCOMM.)

Industry Group Type

RESIDENT LETTING AGENTS

Conduct Type

CONDUCT OTHER NEC

sch.4/3/3

Friday January 31 2020 11:57 AM Report Ref: cm_rp_complaint.rdf User Ref: SMITHK2

		Demographic	5		
Gross Annual Income (personal):	sch.4/3/3				
Language spoken at home:				•	
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Attachment 2:	No file uploaded	, ,		,	
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Attachment 4:	No file uploaded				
	and have no management of the set of the determinant	Agreement			
Agreement:	·I agree				



Complaint No.:

Marketplace Data

Product Category

FINANCIAL & RELATED SERVICES; REAL ESTATE SERVICES; RENTAL & LEASING

SERVICES

Industry Group Category
PROPERTY AND BUSINESS

SERVICES

Conduct Category

RIGHTS AND RESPONSIBILITIES EXCL WARRANTIES

Product Sub-Category

REAL ESTATE SERVICES

Industry Group Sub-Category PROPERTY SERVICES

Conduct Sub-Category

FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM

Product Type

RESIDENTIAL PROPERTY MANAGEMENT ON A FEE/CONTRACT BASIS (EXCL. MAN. & MOB. HOME)

Industry Group Type

REAL ESTATE AGENTS (EXCL

RESIDENT LETTING)

Conduct Type

FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM

sch.4/3/3

Friday January 31 2020 12:42 PM Report Ref: cm_rp_complaint.rdf User Ref: SMITHK2

Office of Fair Trading



Complaint form
This form is effective from 1 July 2017

OFFICE USE ONLY	Instructions
Date received	This form is used to identify complaints over multiple jurisdictions. Please fill out to the best of your ability. If you have not already approached the trader you must do so before lodging a complaint,
	When completing this form print neatly and:
1.4四层页型1.	 supply the correct name of trader and address — refer to invoice, receipt, contract, etc. send copies (not originals) of relevant documentation.
LAS AN SOLO	Have you complained in writing to another government agency about this?
B	No Yes — whom
A COLUMN TO THE STATE OF THE ST	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	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 QGQV (13 74 68) or visit www.qld,gov.au/fairtrading
Part 1—Personal details	
Your details	Preferre
	First nan
•	Address sch.4/3/3
	Suburb/
·	Home pt
	Work Mobile
•	Email address
Part 2—Trader and transa	,
Part 2—mader and transa	ction details
Trader and transaction details	Trader's
Please complete as many	ACN or.
details as possible.	Salespi
Send only copies and retain original documents in a safe	Addres.
place.	Suburb
We will contact the trader about the complaint so be as	Phone .
accurate as possible.	Website
	_Email .
RECEIVED	Descrip
FICE OF FAIR TRADING	
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8 JAN 2019	How you paid trader: BPay/direct debit Cheque/bank cheque Cash
CASE ASSESSMENT AND RESPONSE	☐ Money order ☐ Credit card ☐ No payment
(CAR)	Method of transaction: Online Telephone In person
1,_	Mall/catalogue No payment made
Complaint form • V14 • July 2017	Page 1 of 3

RTI 200317 R File01 28

art 2—Trader and trans	action detalls continued
	Date of purchase of goods or services
•	Date you contacted trader regarding problem D / M M / Y Y Y Y
	Name and stated position of person to whom you complained
	Product/service price \$ Amount paid \$
	Amount squght to resolve problem \$
art 3—Complaint detall	
lease provide details of the omplaint in chronological rder.	
ttach copies of supporting ocumentation if available .g. invoices, receipts, ontracts.	
his will help us assess your omplaint and decide the est course of action.	
	sch.4/3/3
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/hat has the trader offered o do to resolve your	
omplaint or what reasons ave they given in refusing	•
our request?	
	· •
What would you like the rader to do to resolve the inter?	

Complaint form • V14 • July 2017

Part 4—Declaration and s	signature
Declaration and signature	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
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.	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.
	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
	Signature Date signed

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	Demographics
Gross Annual Income (personal):	·
Language spoken at home:	
	Attachments
Attachment 1:	Office of Fair Trading - Complaint Form - Part 3 Complaint Details.pdf, type application/pdf, 4.8 MB
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Attachment 4:	No file uploaded
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Agreement:	I agree

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Complaint No.:

Marketplace Data

Product Category

FINANCIAL & RELATED SERVICES; REAL ESTATE SERVICES; RENTAL & LEASING SERVICES

Industry Group Category PROPERTY AND BUSINESS SERVICES

Conduct Category

WARRANTIES, QUALITY AND SUPPLY

WARRANTIES, QUALITY AND SUPPLY

Product Sub-Category
REAL ESTATE SERVICES

Industry Group Sub-Categor

Industry Group Sub-Category PROPERTY SERVICES

Conduct Sub-Category

UNSATISFACTORY/NON
PERFORMANCE OF SERVICE,
REPAIRS, NON COMPLETION
REFUNDS

Product Type

RESIDENTIAL PROPERTY MANAGEMENT ON A FEE/CONTRACT BASIS (EXCL. MAN. & MOB. HOME)

Industry Group Type
RESIDENT LETTING AGENTS

Conduct Type

UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION REFUNDS

sch.4/3/3

Friday January 31 2020 12:51 PM Report Ref: cm_rp_complaint.rdf User Ref: SMITHK2