

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.
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What would you like the trader to do to resolve the matter?:	Provide the services they are charging me for but are not delivering.
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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
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Are you prepared to be contacted by us in future to help us improve our services?:	Yes
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Agreement

Agreement: I agree

Demographics

Gender:

Age:

sch.4/3/3

Employment
status:

Background:

Gross Annual
Income (personal):

Language spoken
at home:

Attachments

Attachment 1: No file uploaded

Attachment 2: No file uploaded

Attachment 3: No file uploaded

Attachment 4: No file uploaded

Agreement

Agreement: I agree



Complaint Detail

Complaint No.: [REDACTED]

Marketplace Data

Product Category

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

Product Sub-Category

REAL ESTATE SERVICES

Product Type

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

Industry Group Category

PROPERTY AND BUSINESS
SERVICES

Industry Group Sub-Category

PROPERTY SERVICES

Industry Group Type

RESIDENT LETTING AGENTS

Conduct Category

WARRANTIES, QUALITY AND
SUPPLY
WARRANTIES, QUALITY AND
SUPPLY

Conduct Sub-Category

REFUNDS

UNSATISFACTORY/NON
PERFORMANCE OF SERVICE,
REPAIRS, NON COMPLETION

Conduct Type

REFUNDS

UNSATISFACTORY/NON
PERFORMANCE OF SERVICE,
REPAIRS, NON COMPLETION

sch.4/3/3

Office of Fair Trading



Queensland
Government

Complaint form

This form is effective from 1 July 2017

OFFICE USE ONLY

Date received
RECEIVED
13 MAY 2018
BY:

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 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.

Description of goods or services

How you paid trader: (if relevant)

<input type="checkbox"/> BPay/direct debit	<input type="checkbox"/> Cheque/bank cheque	<input type="checkbox"/> Cash
<input type="checkbox"/> Money order	<input type="checkbox"/> Credit card	<input type="checkbox"/> No payment
Method of transaction: <input type="checkbox"/> Online	<input type="checkbox"/> Telephone	<input type="checkbox"/> In person
<input type="checkbox"/> Mail/catalogue	<input type="checkbox"/> No payment made	

095FT_0607

Part 2—Trader and transaction details continuedDate 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 \$ sch.4/3/3

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.

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.

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.

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



Complaint Detail

Complaint No.: [REDACTED]

Marketplace Data

Product Category

DISTRIBUTIVE TRADE SERVICES;
FOOD/BEV. SERVING;
TRANSPORT; UTILITIES;
LODGING

Product Sub-Category

LODGING; FOOD & BEVERAGE
SERVING SERVICES

Product Type

LETTING SERVICES OF
FURNISHED ACCOMM. (EXCL.
HOLIDAY & LONG-STAY FURN.
ACCOMM.)

Industry Group Category

PROPERTY AND BUSINESS
SERVICES

Industry Group Sub-Category

PROPERTY SERVICES

Industry Group Type

RESIDENT LETTING AGENTS

Conduct Category

CONDUCT.

Conduct Sub-Category

CONDUCT OTHER NEC

Conduct Type

CONDUCT OTHER NEC

sch.4/3/3

Demographics

Gross Annual
Income (personal): sch.4/3/3

Language spoken at home:	
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Attachments

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Agreement

Agreement: I agree



Complaint Detail

Complaint No.: [REDACTED]

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

Office of Fair Trading



Queensland
Government

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8 JAN 2019

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Part 1—Personal details

Your details

Preferred

First name

Address

sch.4/3/3

Suburb/

Home ph

Work

Mobile

Email address

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.

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Trader's

ACN or

Salesperson

Address

Suburb

Phone

Website

Email

Description

RECEIVED
OFFICE OF FAIR TRADING

8 JAN 2019

CASE ASSESSMENT
AND RESPONSE
(CAR)

How you paid trader:
(if relevant)

☒ BPay/direct debit

☐ Money order

Method of transaction:

☐ Online

☐ Mail/catalogue

☐ Cheque/bank cheque

☐ Credit card

☐ Telephone

☐ No payment made

☐ Cash

☐ No payment

☐ In person

Part 2—Trader and transaction details continuedDate of purchase of goods or services //Date you contacted trader regarding problem //

Name and stated position of person to whom you complained

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Amount sought to resolve problem \$

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sch.4/3/3

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Signature

sch.4/3/3

..... Date signed

Demographics

**Gross Annual
Income (personal):**

Language spoken at home:	
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Attachments

Attachment 1: Office of Fair Trading - Complaint Form - Part 3 Complaint Details.pdf, type application/pdf, 4.8 MB

Attachment 2:	No file uploaded
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Attachment 3: No file uploaded

Attachment 4:	No file uploaded
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Agreement: I agree



Complaint Detail

Complaint No.: [REDACTED]

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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

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