

Details of your complaint

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

Demographics

Gender:

Sch 4/3/3

Age:

Employment status:

Background:

Gross Annual Income (personal):

Language spoken at home:

Attachments

Attachment 1: IMG.pdf, type application/pdf, 373.7 KB

Attachment 2: IMG_0001.jpg, type image/jpeg, 300.2 KB

Attachment 3: IMG_0002.jpg, type image/jpeg, 253.8 KB

Attachment 4: No file uploaded

Agreement

Agreement: I agree

Great state. Great opportunity.



Demographics

Gross Annual Income (personal): more than \$78,000 per yr

Language spoken at home: english

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

Agreement

Agreement: I agree

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Details of your complaint

given in refusing your request?:

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

Refund my money in full. \$198.00

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

Are you prepared to be contacted by us in future to help us improve our services?:

Yes

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Customers first



Ideas into action



Unleash potential



Be courageous



Empower people



Queensland
Government



Please make note of my new contact numbers

Office of Fair Trading
www.qld.gov.au/fairtrading
13 QGOV (13 74 68)



Queensland
Government

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

nothing

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

IMPROVEMENT IN BUSINESS PRACTICE

Attachments

Attach any documents (such as receipts, contracts, warranties or copies of correspondence with the business/trader) that can be used to support your claim: The total size limit for attachments is 10MB. Your complaint will not be received if the total size of your attachments exceeds this limit. Allowable file types are: pdf, doc, rtf, txt, jpg, jpeg, gif, png, jpe, bmp, tif and msg. Instructions on how to provide additional attachments will be provided upon submission of this form.

Click on the blue box below to upload the file. You may click on the blue upload button a total of 5 times to upload 5 different files.

Declaration

If your complaint is resolved after lodgement of this form, please advise us as soon as possible.

Declaration * (if you do not agree, we will not accept your complaint)

I declare that the information I have provided is, to the best of my knowledge, true and correct. I agree that my name and the information I have provided may, if necessary, be revealed to the trader in correspondence or investigations concerning my complaint. I acknowledge that OFT may:

- Use information provided or later obtained to resolve, investigate or otherwise deal with the complaint, take enforcement action (if appropriate), and monitor the marketplace for investigative and law enforcement purposes; or
- Where more appropriate, refer the complaint and that information to the other party or another government agency, for the purpose of resolving the complaint

I agree *

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 email us at Brisbane.OFT@justice.qld.gov.au or call us on 13 QGOV (13 74 68) to confirm we have received it.

Declaration

I declare that the information I have provided is, to the best of my knowledge, true and correct. I agree that the information I have provided may, if necessary, be revealed to the trader in correspondence or investigations concerning my complaint. I acknowledge that OFT may:

- Use information provided or later obtained to resolve, investigate or otherwise deal with the complaint, take enforcement action (if appropriate), and monitor the marketplace for investigative and law enforcement purposes;
- Refer the complaint to another government agency for consideration and attention if the matter falls within its jurisdiction

I agree *

Do you consent to the OFT contacting you in the future, for example to participate in surveys or other research to help us improve the OFT's services? *

Yes

No

If your complaint is resolved after lodgement of this form, please advise us as soon as possible.

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 email us at Brisbane.OFT@justice.qld.gov.au or call us on 13 QGOV (13 74 68) to confirm we have received it.