

Important information

Purpose of this form

This form is used to lodge a complaint with the Office of Fair Trading (OFT). Please fill out this form to the best of your ability. If you have not already approached the business/trader it is best to do so before lodging your complaint with us. Our experience is this will increase the likelihood of you obtaining the outcome you seek. You can find information on how to complain to a business on the [OFT website](#).

Privacy statement

The OFT is collecting your information on this form to process your complaint under the Fair Trading Act 1989 and the Australian Consumer Law. The OFT usually discloses this information to the business/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 business/trader you are complaining about.

Submitting this form

You are able to save and close this form at any stage prior to submission of the form. You will be provided with a tracking code that will give you access to your saved form for 72 hours. Outside of this timeframe, you will be required to start the form again. You can also cancel this form at any time prior to submitting by closing this browser.

We normally contact you within 10 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 to confirm we have received it.

Previous Complaint

Have you previously complained about this matter to the OFT? *

Yes No

Have you complained in writing to another government agency eg the Residential Tenancies Authority about this matter? *

Yes No

Talk to the business first

The most effective way to resolve a complaint is to discuss the issue with the business/trader.

Have you contacted the business/trader to resolve the issue? *

Yes No

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](mailto:OFT@justice.qld.gov.au) or call us on 13 QGOV (13 74 68) to confirm we have received it.

Current details for ABN 22 163 996 110

ABN Lookup

Type an ABN, ACN or name

Current details for ABN 22 163 996 110

Current details | Historical details

ABN details

Entity name: MLS WHOLESLES PTY LTD

ABN status: Active from 28 May 2013

Entity type: Australian Private Company

Goods & Services tax (GST): Registered from 01 Jul 2013

Main business location: QLD 4119

Business name(s)

Business name: From 27 Apr 2018

MLS AUTOMOTIVE QLD

ASIC registration - ACN or ARBN

163 996 110 View record on the ASIC website

Search ASIC Register

Australian Securities and Investments Commission (ASIC) | Search ASIC Registers

View Details

Business Names

MLS AUTOMOTIVE QLD ABN 22 163 996 110

Business Name Summary

Business name: MLS AUTOMOTIVE QLD

Status: Expired

Registration date: 27/04/2018

Renewal date: 27/04/2021

Cancelled date:

Cancellation under review:

Address for service of documents: 27 Kestrel Rd, Ormiston QLD 4119

Principal place of business: 27 Kestrel Rd, Ormiston QLD 4119

Holder(s) details: Holder Name: MLS WHOLESLES PTY LTD

Holder Type: Body Corporate

ABN: 22 163 996 110

Director representative(s): not applicable

Notified successor(s): not applicable

Regulation: Australian Securities and Investments Commission

Former State/Territory registration details

Former Identification:

Former State/Territory:

Information for purchase

Purchase information: delivered on in series of format specified. Payment by credit card only.

For more information about ASIC search products, please visit our website.

BACHCO PRD

Company Details Selection Criteria

Company Information

BACHCO PRD

Identifiers | **Details** | Addresses | Officers

Organisation Number: 163998110 Organisation Name: MLS WHOLESales PTY LTD More...
 Previous State Type: State of Incorporation: QLD
 Registration Date: 28/05/2013 Place of Incorporation:
 ABN: 22163998110 Heading Text: ACN
 Formatted Organisation Number: 163 998 110

Previous Exit

SHORTJZ Location: BRISBANE OFFICE

BACHCO PRD

Company Details Selection Criteria

Company Information

BACHCO PRD

Identifiers | **Details** | Addresses | Officers

Start Date	End Date	Name	Name			Deregistered			Reason
			Start Date	StatusType	Cls	Date			
28/05/2013		MLS WHOLESales PTY LTD	28/05/2013	REG	PTY	LMSF			

SHORTJZ Location: BRISBANE OFFICE

MLS Automotive - Google

MLS Automotive

www.facebook.com/mlsautomotiveqld

MLS Automotive QLD - Home | Facebook

About 42 people checked in here · 161,431,221 likes · 47k @mlsautomotiveqld.com.au

mlsautomotiveqld.com.au

MLS Automotive QLD | Used Cars & Servicing in South Brisbane

MLS Automotive offers quality used vehicles of all types. We offer finance and warranties, available on all cars. Log book servicing for all makes and models ...

Contact MLS Automotive QLD

Phone: 0421 221 505 Email: info@mlsautomotiveqld.com.au Address: 16 Damick Street Underwood QLD 4119 Trading Hours: Mon - Fri 09:00AM to 06:00PM

Other Ads from MLS Automotive QLD | Gumtree Australia

At MLS Automotive, we offer quality used vehicles of all types. We are a small family operated business with over 18 years experience within the car industry.

MLS Automotive QLD - Autotrader: Cars for Sale - Now & Used ...

ABSOLUTELY BEST! MLS Automotive offers quality used vehicles of all types. We offer finance and warranties, available on all cars. Log book servicing ...

MLS Automotive QLD - Car dealer | 16 Damick St, Underwood ...

Jul 11, 2023 - MLS Automotive QLD is located in Logan City of Queensland state. On the street of Damick Street and street number is 16. To communicate or ...

MLS Automotive QLD

4.3 A.R.A.S. 31 Google reviews

Car dealer in the Underwood, Queensland

Address: 16 Damick St, Underwood QLD 4119

Hours: Open - Closes 6PM

Phone: 0421 221 505

Hours of services may differ

Suggest an edit · On this business?

Questions & answers

Be the first to ask a question

Popular times

Usually a busy day

MLS Automotive QLD | 0421 221 505

Home Gumtree Facebook Contact

HOME ABOUT SEE OUR STOCK CONTACT

FULL RANGE OF USED 4x4 AND CARS

We're ready to make a deal, we have the latest and best to choose from

SEE OUR STOCK CONTACT US

FAST QUOTES GREAT DEALS FULL SERVICING GET IN TOUCH

ABOUT MLS AUTOMOTIVE

MLS Automotive offers quality used vehicles of all types

OUR MISSION STATEMENT

The Best Value for Money. The Best Service at Done the MLS Family Way

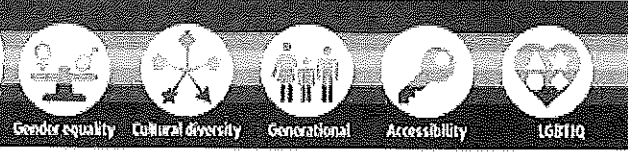
MLS Hotline



Queensland
Government

Wayne Blacker
Service Delivery Team Leader, Townsville
Office of Fair Trading
Department of Justice and Attorney-General

Level 4, 187 Stanley Street, Townsville QLD 4810
P: 07 4758 5718 E: wayne.blacker@justice.qld.gov.au
Customer Call Centre: 13 QGOV (13 74 68) www.qld.gov.au/fairtrading



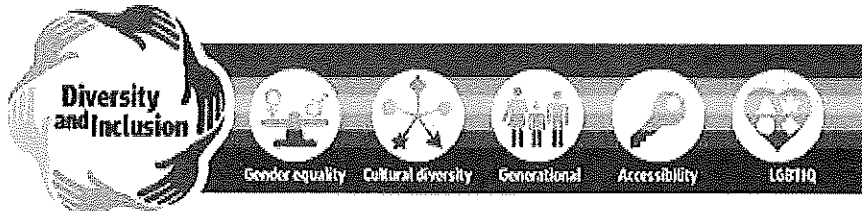
Yours Sincerely



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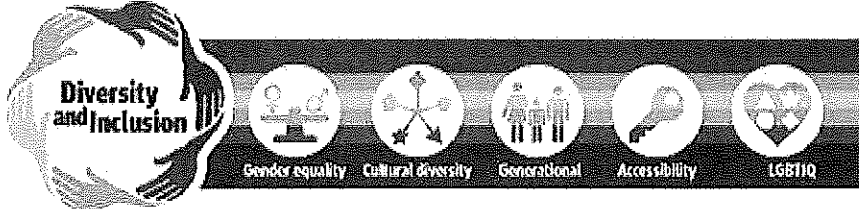
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The OFT is Queensland's marketplace regulator and works to ensure both consumers and traders can participate in a fair and safe marketplace.

Based on the information you have provided, I would like to conciliate between you and the trader to try to find an agreeable solution to both parties.

I will shortly be contacting the trader on your behalf to commence the conciliation process. I will then update you on the trader's response and your options.

Please be aware that conciliation is not compulsory, and the trader may not wish to participate. The trader may also disagree with your version of events or be unwilling to remedy the situation in the way you prefer. If this happens, I cannot force the trader into a course of action. In Queensland, only a court or tribunal has this power. If conciliation is unsuccessful, I will advise you of your options to take your complaint further if you wish to do so.

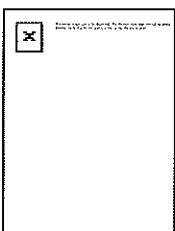
If you have any additional information or documentation you feel may support your complaint, please send it to me for consideration.

To ensure your complaint is processed as quickly as possible, make sure you quote the reference number above in any correspondence.

We try to resolve all complaints within 30 days. Every complaint is unique though, so please treat this as a guide only. **Please note that this timeframe may be significantly longer due to disruptions caused by the COVID-19 outbreak.** I will contact you once I have obtained a response from the trader.

If you have any questions regarding your complaint please contact me on 07 4758 5718.

Yours Sincerely



Wayne Blacker

Service Delivery Team Leader, Townsville

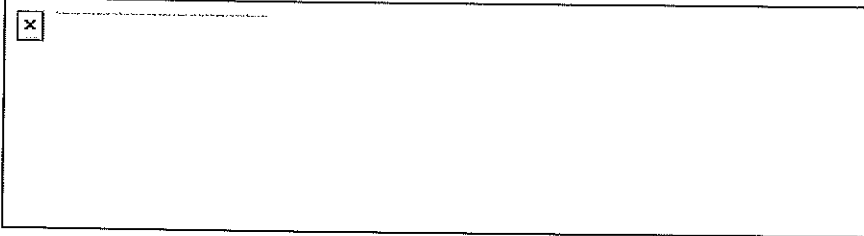
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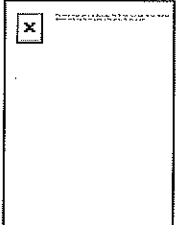
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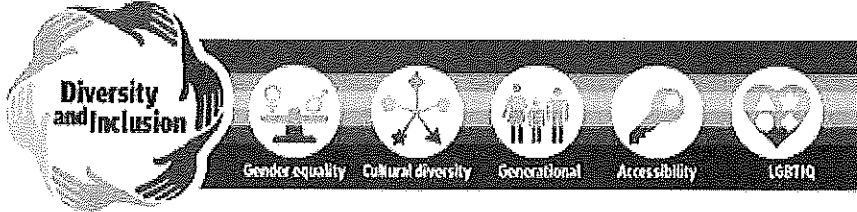
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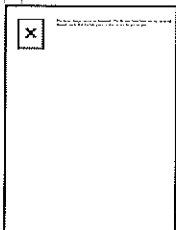


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As I advised in my earlier correspondence, the OFT cannot force a trader to give you a remedy. If you wish to pursue your complaint further, you can:

- take action in the relevant court or tribunal, such as the Queensland Civil and Administrative Tribunal (QCAT)
- get independent legal advice.

QCAT is an independent tribunal with the power to assess and decide consumer and trader disputes. For more information on how to lodge an application in QCAT (fees may apply), visit www.qcat.qld.gov.au or phone 1300 753 228.

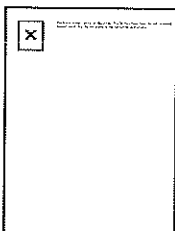
Following are several organisations that provide free legal advice for eligible people. Each organisation can advise you of their particular eligibility rules.

- **Community Legal Centres Queensland** – www.communitylegalqld.org.au
- **Legal Aid Queensland** – www.legalaid.qld.gov.au

This complaint has now been finalised by our office. If you wish to discuss this matter please do not hesitate to contact me on 07 4758 5718.

If you should need the OFT's services in the future, please visit www.qld.gov.au/fairtrading or call 13 QGOV (13 74 68).

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Wayne Blacker

Service Delivery Team Leader, Townsville

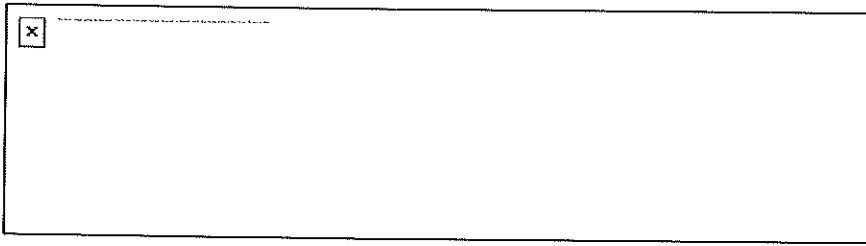
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I agree *

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Yes

No

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