



Complaint Detail

Complaint No.: C-2021-07734

Marketplace Data

Product Category

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

Product Sub-Category

REAL ESTATE SERVICES

Product Type

SALES ON OWN ACCOUNT OF RESIDENTIAL BUILDINGS & ASSOCIATED LAND

Industry Group Category

PROPERTY AND BUSINESS SERVICES

Industry Group Sub-Category

PROPERTY SERVICES

Industry Group Type

REAL ESTATE AGENTS (EXCL RESIDENT LETTING)

Conduct Category

CONDUCT

Conduct Sub-Category

MISLEADING/DECEPTIVE CONDUCT NEC

Conduct Type

MISLEADING/DECEPTIVE CONDUCT NEC

Demographics

Gender: NOT PROVIDED

Age Group: NOT PROVIDED

Employment Status: Self Employed (business owner): N

Full Time Employed: N

Part Time Employed: N

Student: N

Unemployed: N

Care-giver / Home Maker: N

Retired: N

Employment Status Not Provided: Y

Vulnerable Group: Indigenous / South Sea Islander: N

Non-English speaking background: N

Disability: N

Vulnerable Group Not Provided: Y

Language Spoken:

Income Group: NOT PROVIDED

COMPLAINT FILE REVIEW

C-2021-07734 6.9.21

YES NO NA

Notes

ACKNOWLEDGEMENT

Email/letter/phoned sent to complainant	X			
Sent within 10 days	X			
Attached on MACS	X			

CONTACT WITH COMPLAINANT (C)

By telephone	X			
By email	X			
Within 10 days	X			
Verbal Permission to divulge complaint to T		X		
Provided reference and contact number	X			

CONTACT WITH TRADER (T)

By telephone		X		
Name and position noted	X			
Complete notes of T's offer		X		
By email	X			
Permission to send copy of response to C			X	
Attached on MACS		X		

REVIEW

Request to review by supervisor			X	
---------------------------------	--	--	---	--

FINAL OUTCOME

By telephone		X		
By email	X			
Attached on MACS	X			
Finalised on MACS	X			
Appropriate outcome	X			

ADDITIONAL NOTES

No copy of I response attached in macs and
no details of T offer in notes - Does not

JKM

BUSINESS NAMES EXTRACT -

Generated on 22 June 2021 at 09:44AM

Business Name: OneLife Property Group
Prev. State/Territory Number:
Business Status: Registered
Business Registered: 10/07/2020
Date Business Commenced:
Nature of Business:
Renewal Date: 10/07/2023

Principal Place of Business (Current):

Principal Place of Business (Previous):

Address: 41 Yorlambu Parade Maroochydore QLD 4558
Start Date: 09/07/2020 Cease Date: 08/07/2020

Other Place of Business (Current):

None

Other Place of Business (Previous):

None

Postal Address (Current)

Address: 41 Yorlambu Parade Maroochydore QLD 4558
Start Date: 09/07/2020 Cease Date: 08/07/2020

Address: 41 Yorlambu Parade Maroochydore QLD 4558
Start Date: 09/07/2020 Cease Date:

Postal Address (Previous):

None

Persons Carrying on Business (Current):

Persons Carrying on Business (Previous):

Corporation(s) Carrying on Business (Current):

None
Corporation Name: ONELIFE 2020 PTY LTD
Corporation Registration Number: 638813573
Address:
Start Date: 10/07/2020 Cease Date:

Corporation(s) Carrying on Business (Previous):

None

Documents Lodged:

Documents Type	Date Lodged	Date Processed
----------------	-------------	----------------

DISCLAIMER FOR BUSINESS NAMES EXTRACT

The Administrator of the Business Names Act and every person acting on its behalf disclaims any liability for loss or damage arising from any error, omission or defect in the computer produced extract or the information contained herein, whether resulting from negligence, default or otherwise however so caused or resulting.

EXTRACT
OneLife Property Group

outcome at the end of the conciliation process, alternative options such as taking the complaint to a tribunal or seeking your own legal advice will be suggested.

If you have any additional information or documentation you feel may support your complaint, please reply to this email for consideration.

We try to resolve all complaints within 30 days. Every complaint is unique though, so please treat this as a guide only. More information about our process for handling complaints can be found at <https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/make-a-consumer-complaint/>

By way of general information, if you have used a credit card for this transaction you may wish to contact your credit card provider and determine if a dispute may be lodged with them. If your complaint relates to an eBay or PayPal purchase, consider lodging a complaint via their respective channels. There are time limits attached to the procedure so it is essential you inform them as soon as possible.

If this matter is resolved and/or you wish to withdraw the complaint please advise our office accordingly by return email or telephone.

If you would like to discuss your complaint before we contact the trader, please do not hesitate to contact this office on (07) 5376 7316 during office hours.

Yours sincerely

<image002.png>

Noel Baillie

Investigations Officer

Office of Fair Trading

Sunshine Coast Regional Office

Regional Operations and Engagement

Department of Justice and Attorney-General

PO Box 870 Maroochydore QLD 4558

Ph (07) 5376 7316

Email: noel.baillie@justice.qld.gov.au

Customer Call Centre 13 QGOV (13 74 68) | www.qld.gov.au/law/fair-trading

Please think about the environment before you print this message.

This email and any attachments may contain confidential, private or legally privileged information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority.

If you are not the intended addressee and this message has been sent to you by mistake, please notify the sender immediately, destroy any hard copies of the email and delete it from your computer system network. Any legal privilege or confidentiality is not waived or destroyed by the mistake.

It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interferences by third parties or replication problems.
