

TOTAL LEGAL ACTION TYPE	Column Labels								
Row Labels	ADMIN DISCIPLINARY ACTION	APPEAL BY OTHER	CIVIL PENALTY NOTICE	COURT PROSECUTION	ENFORCEABLE UNDERTAKING	INFRINGEMENT NOTICE	TRIBUNAL DISCIPLINARY PROCEEDING	WARNING	Grand Total
REAL ESTATE AGENTS (EXCL RESIDENT LETTING)	129	13	2	26	17	536	2	2507	3232
2020	75	4	2	14	1	185		912	1193
Reason unknown	75	4		14					93
BRISBANE	12	1		2					15
GOLD COAST	63	3		12					78
ADMINISTRATIVE OVERSIGHT			2			119		694	815
BRISBANE						7		20	27
CAIRNS						1		5	6
GOLD COAST			2			109		658	769
HERVEY BAY								3	3
MACKAY								2	2
ROCKHAMPTON								1	1
SUNSHINE COAST						2			2
TOOWOOMBA								5	5
DIDN'T THINK I'D GET CAUGHT						16		8	24
BRISBANE						1			1
GOLD COAST						13		7	20
ROCKHAMPTON						2		1	3
DIDN'T UNDERSTAND THE LAW						39		135	174
BRISBANE								2	2
CAIRNS								1	1
GOLD COAST						39		129	168
SUNSHINE COAST								1	1
TOWNSVILLE								2	2
DOESN'T AGREE WITH THE LAW						3			3
GOLD COAST						3			3
INCREASE BUSINESS PROFITABILITY					1				1
GOLD COAST					1				1
NOT AWARE OF THE LAW						7		67	74
BRISBANE								4	4
CAIRNS								2	2
GOLD COAST						7		61	68
STANDARD INDUSTRY PRACTICE								1	1
GOLD COAST								1	1
TOO MUCH PAPERWORK/RED TAPE						1		7	8
BRISBANE								1	1
GOLD COAST						1		6	7
2021	36	8		9	8	265	2	1098	1426
Reason unknown	36	8		9			2		55
BRISBANE	1	1							2
CAIRNS				2					2
GOLD COAST	35	7		7			2		51
ADMINISTRATIVE OVERSIGHT					2	186		852	1040
BRISBANE						3		9	12
CAIRNS								5	5
GOLD COAST					2	182		831	1015
HERVEY BAY								1	1
MACKAY								1	1
SUNSHINE COAST						1		4	5
TOOWOOMBA								1	1
DIDN'T THINK I'D GET CAUGHT					6	20		8	34
GOLD COAST					6	20		8	34
DIDN'T UNDERSTAND THE LAW						46		127	173
GOLD COAST						46		119	165
ROCKHAMPTON								8	8
DOESN'T AGREE WITH THE LAW						3		3	6
GOLD COAST						3		3	6
NOT AWARE OF THE LAW						8		102	110
CAIRNS								1	1
GOLD COAST						8		101	109
STANDARD INDUSTRY PRACTICE								1	1
GOLD COAST								1	1
TOO MUCH PAPERWORK/RED TAPE						2		5	7
GOLD COAST						2		5	7
2022	18	1		3	8	86		497	613
Reason unknown	18	1		3					22
BRISBANE	1								1
GOLD COAST	17	1		3					21
ADMINISTRATIVE OVERSIGHT					4	68		417	489
BRISBANE								5	5
GOLD COAST					4	68		412	484
DIDN'T THINK I'D GET CAUGHT						8		5	13
GOLD COAST						8		5	13
DIDN'T UNDERSTAND THE LAW					1	8		40	49
GOLD COAST					1	8		40	49
MANAGER/OWNER FORCED THEM TO BREAK LAW					1				1
GOLD COAST					1				1
NOT AWARE OF THE LAW					2	1		33	36
GOLD COAST					2	1		33	36
TOO MUCH PAPERWORK/RED TAPE						1		2	3
GOLD COAST						1		2	3
Grand Total	129	13	2	26	17	536	2	2507	3232

POST CODE	OFT REGION
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Row Labels	NUMBER OF COMPLAINTS
<b>REAL ESTATE AGENTS (EXCL RESIDENT LETTING)</b>	<b>3280</b>
<b>2020</b>	<b>1134</b>
Location unknown	10
CONDUCT OTHER NEC	1
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
HARASSMENT, COERCION	1
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
RIGHTS/RESPONSIBILITY NOT LISTED*	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	4
<b>BRISBANE</b>	<b>544</b>
AVAILABILITY OF GOODS/PARTS/REPAIRS, UNAVAILABLE PRODUCT	1
BAIT ADVERTISING	4
BAIT ADVERTISING; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
BLOWING, TELEFRAUD, INVOICE FRAUD	1
CANCELLATIONS/COOLING OFF; REFUNDS	1
COMPOSITION, HISTORY, MODEL, STYLE, PREVIOUS USE	2
COMPOSITION, HISTORY, MODEL, STYLE, PREVIOUS USE; MISREPRESENTATION NEC	1
CONDUCT OTHER NEC	100
CONDUCT OTHER NEC; DEPOSITS/BONDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
CONDUCT OTHER NEC; DISPUTE CONCERNING COMMISSIONS	1
CONDUCT OTHER NEC; DISPUTE CONCERNING COMMISSIONS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
CONDUCT OTHER NEC; DISPUTED ACCOUNT OR INVOICE	4
CONDUCT OTHER NEC; DOOR-TO-DOOR*; HARASSMENT, COERCION	1
CONDUCT OTHER NEC; FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	2
CONDUCT OTHER NEC; FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	4
CONDUCT OTHER NEC; HARASSMENT, COERCION; UNLICENSED, UNREGISTERED	1
CONDUCT OTHER NEC; HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS	1
CONDUCT OTHER NEC; MISLEADING/DECEPTIVE CONDUCT NEC	1
CONDUCT OTHER NEC; MISLEADING/DECEPTIVE CONDUCT NEC; MISREPRESENTATION NEC	1
CONDUCT OTHER NEC; MISREPRESENTATION NEC	1
CONDUCT OTHER NEC; REFUNDS	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	13
CONTRACT PAY OUT DISPUTE, CANCELLATION, INTEREST RATE	2
CONTRACT PAY OUT DISPUTE, CANCELLATION, INTEREST RATE; FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT	7
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT; FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	4
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE	3
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DEPOSITS/BONDS	6
DEPOSITS/BONDS; DISPUTED ACCOUNT OR INVOICE	1
DEPOSITS/BONDS; MISLEADING/DECEPTIVE CONDUCT NEC	1
DEPOSITS/BONDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DISCRIMINATION	1
DISPUTE CONCERNING COMMISSIONS	2
DISPUTE CONCERNING COMMISSIONS; OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
DISPUTED ACCOUNT OR INVOICE	6
DISPUTED ACCOUNT OR INVOICE; FAILURE TO ACCOUNT, TRUST ACCOUNTS	1
DISPUTED ACCOUNT OR INVOICE; FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
DISPUTED ACCOUNT OR INVOICE; OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
DISPUTED ACCOUNT OR INVOICE; REFUNDS	1
DISPUTED ACCOUNT OR INVOICE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	3
FAILURE TO ACCOUNT, TRUST ACCOUNTS	8
FAILURE TO ACCOUNT, TRUST ACCOUNTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	9
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; FALSE BILLING, UNAUTHORISED CREDIT CARD TRANSACTIONS	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
FAILURE TO RELEASE MONIES HELD IN TRUST	4
FAILURE TO RELEASE MONIES HELD IN TRUST; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	7
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; MISLEADING/DECEPTIVE CONDUCT NEC	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
FALSE BILLING, UNAUTHORISED CREDIT CARD TRANSACTIONS	1
HARASSMENT, COERCION	4
HARASSMENT, COERCION; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS	6
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
INCORRECT OR MISLEADING WEIGHT, MEASURE, QUANTITY,	1
MISAPPROPRIATION OF FUNDS	2
MISLEADING/DECEPTIVE CONDUCT NEC	29
MISLEADING/DECEPTIVE CONDUCT NEC; MISREPRESENTATION NEC	2
MISLEADING/DECEPTIVE CONDUCT NEC; OFFENSIVE AND DISTASTEFUL REPRESENTATION; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISLEADING/DECEPTIVE CONDUCT NEC; QUALITY, FALSE MISLEADING QUALITY, VALUE GRADE OF GOODS, SERVICES	1
MISLEADING/DECEPTIVE CONDUCT NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	4
MISREPRESENTATION NEC	5
MISREPRESENTATION NEC; REFUNDS	3
NON/PARTIAL SUPPLY, DELAY IN SUPPLY	2
NON/PARTIAL SUPPLY, DELAY IN SUPPLY; REFUNDS	1
NON/PARTIAL SUPPLY, DELAY IN SUPPLY; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	6
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
PERFORMANCE CHARACTERISTICS, USES, BENEFITS, FACILITIES, ACCESSORIES	3
PRICE, COMMISSION, CHARGES	1
PRICING, COMMISSIONS, CHARGES NEC	4
PRICING, COMMISSIONS, CHARGES NEC; REFUNDS	1
QUALITY, FALSE MISLEADING QUALITY, VALUE GRADE OF GOODS, SERVICES	2
REFUNDS	29
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	7
RIGHTS/RESPONSIBILITY NOT LISTED*	5
UNLICENSED, UNREGISTERED	27
UNSAFE PRODUCT OR SERVICE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	2
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	163
<b>CAIRNS</b>	<b>47</b>
CONDUCT OTHER NEC	4
CONDUCT OTHER NEC; DISPUTED ACCOUNT OR INVOICE	1
CONDUCT OTHER NEC; MISLEADING/DECEPTIVE CONDUCT NEC	1
CONDUCT OTHER NEC; REFUNDS	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DEPOSITS/BONDS	3
DISPUTED ACCOUNT OR INVOICE	1
FAILURE TO ACCOUNT, TRUST ACCOUNTS	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	3
FAILURE TO RELEASE MONIES HELD IN TRUST	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS; REFUNDS	1

MISLEADING/DECEPTIVE CONDUCT NEC	4
NON/PARTIAL SUPPLY, DELAY IN SUPPLY	1
REFUNDS	3
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNLICENSED, UNREGISTERED	6
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	13
MACKAY	28
CONDUCT OTHER NEC	5
CONDUCT OTHER NEC; DISPUTED ACCOUNT OR INVOICE	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DISPUTED ACCOUNT OR INVOICE	2
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS; MISLEADING/DECEPTIVE CONDUCT NEC	1
FAILURE TO RELEASE MONIES HELD IN TRUST	3
NON/PARTIAL SUPPLY, DELAY IN SUPPLY	1
SALES METHOD NOT LISTED*	1
UNLICENSED, UNREGISTERED	1
UNLICENSED, UNREGISTERED; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	8
NEW SOUTH WALES	16
ACCEPT PAYMENT WITHOUT INTENTION TO SUPPLY	1
BAIT ADVERTISING	2
CONDUCT OTHER NEC	1
DEPOSITS/BONDS	1
DISPUTE CONCERNING COMMISSIONS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
PRICING, COMMISSIONS, CHARGES NEC	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	9
ROCKHAMPTON	34
CONDUCT OTHER NEC	8
CONDUCT OTHER NEC; MISAPPROPRIATION OF FUNDS	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
CONTRACT PAY OUT DISPUTE, CANCELLATION, INTEREST RATE	1
DEPOSITS/BONDS; REFUNDS	1
DISPUTED ACCOUNT OR INVOICE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISLEADING/DECEPTIVE CONDUCT NEC	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	3
REFUNDS	1
UNLICENSED, UNREGISTERED	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	11
SOUTHPORT	246
BAIT ADVERTISING	1
BAIT ADVERTISING; MISLEADING/DECEPTIVE CONDUCT NEC	1
BLOWING, TELEFRAUD, INVOICE FRAUD; FAILURE TO ACCOUNT, TRUST ACCOUNTS	2
CANCELLATIONS/COOLING OFF; CONDUCT OTHER NEC; REFUNDS	1
CANCELLATIONS/COOLING OFF; REFUNDS	1
CONDUCT OTHER NEC	22
CONDUCT OTHER NEC; DEPOSITS/BONDS	1
CONDUCT OTHER NEC; MISAPPROPRIATION OF FUNDS	1
CONDUCT OTHER NEC; QUALITY, FALSE MISLEADING QUALITY, VALUE GRADE OF GOODS, SERVICES	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	4
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT	3
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE	1
DEPOSITS/BONDS	2
DEPOSITS/BONDS; DISPUTED ACCOUNT OR INVOICE	1
DEPOSITS/BONDS; REFUNDS	1
DISPUTE CONCERNING COMMISSIONS	1
DISPUTED ACCOUNT OR INVOICE	5
DISPUTED ACCOUNT OR INVOICE; FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
FAILURE TO ACCOUNT, TRUST ACCOUNTS	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	5
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO RELEASE MONIES HELD IN TRUST	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	3
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; MISLEADING/DECEPTIVE CONDUCT NEC	1
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS	2
INCORRECT OR MISLEADING WEIGHT, MEASURE, QUANTITY,	1
MISAPPROPRIATION OF FUNDS	3
MISLEADING/DECEPTIVE CONDUCT NEC	11
MISLEADING/DECEPTIVE CONDUCT NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS	1
MISREPRESENTATION NEC	14
NON/PARTIAL SUPPLY, DELAY IN SUPPLY	3
OFFENSIVE AND DISTASTEFUL REPRESENTATION	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	3
PERFORMANCE CHARACTERISTICS, USES, BENEFITS, FACILITIES, ACCESSORIES	5
PRICE, COMMISSION, CHARGES	1
QUALITY, FALSE MISLEADING QUALITY, VALUE GRADE OF GOODS, SERVICES	2
REFUNDS	17
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	7
RIGHTS/RESPONSIBILITY NOT LISTED*	3
SAFETY/STANDARDS NEC	1
SALES METHOD NOT LISTED*	1
SPONSORSHIP/APPROVAL, FALSE REPRESENTATION OF TESTIMONIAL	3
UNAUTHORISED REPAIRS, UNSOLICITED SERVICES, REPAIRS	1
UNLICENSED, UNREGISTERED	11
UNSAFE PRODUCT OR SERVICE	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	88
SUNSHINE COAST	83
BAIT ADVERTISING	1
BLOWING, TELEFRAUD, INVOICE FRAUD; DISPUTED ACCOUNT OR INVOICE	1
CONDUCT OTHER NEC	16
CONDUCT OTHER NEC; REGISTRATION, LICENSING REQUIREMENTS NOT MET	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE	1
DISPUTED ACCOUNT OR INVOICE	3
DISPUTED ACCOUNT OR INVOICE; REFUNDS	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	2
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; REFUNDS	1
FALSE BILLING, UNAUTHORISED CREDIT CARD TRANSACTIONS	1
HARASSMENT, COERCION	1



MISLEADING/DECEPTIVE CONDUCT NEC	1
MISLEADING/DECEPTIVE CONDUCT NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
NON/PARTIAL SUPPLY, DELAY IN SUPPLY	2
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
PACKAGING, LABELLING INACCURATE, MISLEADING	1
QUALITY, FALSE MISLEADING QUALITY, VALUE GRADE OF GOODS, SERVICES	1
REFUNDS	7
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNLICENSED, UNREGISTERED	3
UNLICENSED, UNREGISTERED; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	2
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	31
TOOWOOMBA	38
CONDUCT OTHER NEC	4
CONDUCT OTHER NEC; FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DISPUTED ACCOUNT OR INVOICE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	3
DOOR-TO-DOOR*	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	2
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; MISLEADING/DECEPTIVE CONDUCT NEC	1
MISAPPROPRIATION OF FUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISLEADING/DECEPTIVE CONDUCT NEC; RIGHTS/RESPONSIBILITY NOT LISTED*	1
MISREPRESENTATION NEC	1
NON/PARTIAL SUPPLY, DELAY IN SUPPLY	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
REFUNDS	1
UNAUTHORISED REPAIRS; UNSOLICITED SERVICES, REPAIRS	1
UNLICENSED, UNREGISTERED	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	15
TOWNSVILLE	29
CONDUCT OTHER NEC	3
CONDUCT OTHER NEC; FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
DISPUTED ACCOUNT OR INVOICE	2
FAILURE TO ACCOUNT, TRUST ACCOUNTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
FALSE REPRESENTATION IN RELATION TO EMPLOYMENT; MISLEADING/DECEPTIVE CONDUCT NEC	1
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	2
REFUNDS	3
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	13
VICTORIA	13
CONDUCT OTHER NEC	1
CONDUCT OTHER NEC; UNLICENSED, UNREGISTERED	1
DEPOSITS/BONDS; UNLICENSED, UNREGISTERED	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
MISREPRESENTATION NEC	1
REFUNDS	1
UNLICENSED, UNREGISTERED	2
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	5
WESTERN AUSTRALIA	1
FAILURE TO RELEASE MONIES HELD IN TRUST	1
WIDE BAY	45
CONDUCT OTHER NEC	8
CONDUCT OTHER NEC; DISPUTED ACCOUNT OR INVOICE	1
CONDUCT OTHER NEC; FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
CONDUCT OTHER NEC; FAILURE TO RELEASE MONIES HELD IN TRUST	1
CONDUCT OTHER NEC; FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
CONDUCT OTHER NEC; MISLEADING/DECEPTIVE CONDUCT NEC	1
CONDUCT OTHER NEC; UNLICENSED, UNREGISTERED	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT; REFUNDS	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE	1
DEPOSITS/BONDS; FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
DISPUTED ACCOUNT OR INVOICE	1
DISPUTED ACCOUNT OR INVOICE; REFUNDS	1
DISPUTED ACCOUNT OR INVOICE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO ACCOUNT, TRUST ACCOUNTS	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
FAILURE TO RELEASE MONIES HELD IN TRUST	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS	1
MISLEADING/DECEPTIVE CONDUCT NEC	1
NON/PARTIAL SUPPLY, DELAY IN SUPPLY; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
PERFORMANCE CHARACTERISTICS, USES, BENEFITS, FACILITIES, ACCESSORIES	1
REFUNDS	4
SPONSORSHIP/APPROVAL, FALSE REPRESENTATION OF TESTIMONIAL	1
UNLICENSED, UNREGISTERED	1
UNLICENSED, UNREGISTERED; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	4
<b>2021</b>	<b>1098</b>
Location unknown	7
DEPOSITS/BONDS; REFUNDS	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS	1
MISREPRESENTATION NEC	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	3
BRISBANE	522
AUCTIONS AND MOCK AUCTIONS	1
BAIT ADVERTISING	6
BAIT ADVERTISING; MISLEADING/DECEPTIVE CONDUCT NEC	1
BAIT ADVERTISING; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
CANCELLATIONS/COOLING OFF	1
CONDUCT OTHER NEC	41
CONDUCT OTHER NEC; DISPUTED ACCOUNT OR INVOICE	1
CONDUCT OTHER NEC; MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS	1
CONDUCT OTHER NEC; PRICE, COMMISSION, CHARGES	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	7
CONTRACT PAY OUT DISPUTE, CANCELLATION, INTEREST RATE	1
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT	2
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
DEPOSITS/BONDS	5
DEPOSITS/BONDS; UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1

DISPUTED ACCOUNT OR INVOICE	1
DISPUTED ACCOUNT OR INVOICE; OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
DISPUTED ACCOUNT OR INVOICE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
FAILURE TO ACCOUNT, TRUST ACCOUNTS	3
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
FAILURE TO RELEASE MONIES HELD IN TRUST	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; HARASSMENT, COERCION	1
FALSE BILLING, UNAUTHORISED CREDIT CARD TRANSACTIONS	1
HARASSMENT, COERCION	2
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS	1
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS ; MISREPRESENTATION NEC	1
INCORRECT OR MISLEADING WEIGHT, MEASURE, QUANTITY,	1
MISAPPROPRIATION OF FUNDS	2
MISLEADING/DECEPTIVE CONDUCT NEC	28
MISLEADING/DECEPTIVE CONDUCT NEC; REFUNDS	1
MISLEADING/DECEPTIVE CONDUCT NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	3
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS	1
MISREPRESENTATION NEC	4
MISREPRESENTATION NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
NON/PARTIAL SUPPLY, DELAY IN SUPPLY	2
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	2
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	3
PRICE, COMMISSION, CHARGES	2
PRICING, COMMISSIONS, CHARGES NEC	1
QUALITY, FALSE MISLEADING QUALITY, VALUE GRADE OF GOODS, SERVICES	1
REFUNDS	10
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
RIGHTS/RESPONSIBILITY NOT LISTED*	3
SAFETY/STANDARDS NEC	1
SALES METHOD NOT LISTED*; UNLICENSED, UNREGISTERED	1
SPONSORSHIP/APPROVAL, FALSE REPRESENTATION OF TESTIMONIAL	1
TELE-MARKETING, DIRECT MARKETING	1
UNLICENSED, UNREGISTERED	15
UNLICENSED, UNREGISTERED; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSAFE PRODUCT OR SERVICE	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	56
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	291
CAIRNS	48
BAIT ADVERTISING	1
BLOWING, TELEFRAUD, INVOICE FRAUD; UNLICENSED, UNREGISTERED	1
CONDUCT OTHER NEC	4
CONDUCT OTHER NEC; REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
CONDUCT OTHER NEC; RIGHTS/RESPONSIBILITY NOT LISTED*	1
CONDUCT OTHER NEC; UNLICENSED, UNREGISTERED	1
MISLEADING/DECEPTIVE CONDUCT NEC	2
MISREPRESENTATION NEC	1
REFUNDS	2
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	5
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	29
MACKAY	23
CONDUCT OTHER NEC	3
DEPOSITS/BONDS	1
UNLICENSED, UNREGISTERED	2
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	16
NEW SOUTH WALES	12
CONDUCT OTHER NEC	1
FALSE REPRESENTATION IN RELATION TO EMPLOYMENT; MISREPRESENTATION NEC	1
PRICE, COMMISSION, CHARGES	1
UNLICENSED, UNREGISTERED	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	7
ROCKHAMPTON	29
CONDUCT OTHER NEC	4
CONDUCT OTHER NEC; HARASSMENT, COERCION	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DEPOSITS/BONDS	1
DISPUTED ACCOUNT OR INVOICE; REFUNDS	1
GST ISSUE RELATING TO PRICE, REFUNDS ETC	1
REFUNDS	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	7
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	11
SOUTHPORT	245
BAIT ADVERTISING	1
CONDUCT OTHER NEC	14
CONDUCT OTHER NEC; CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT; RIGHTS/RESPONSIBILITY NOT LISTED*	1
CONDUCT OTHER NEC; MISLEADING/DECEPTIVE CONDUCT NEC	1
CONDUCT OTHER NEC; UNLICENSED, UNREGISTERED	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE	1
DISPUTED ACCOUNT OR INVOICE	4
DISPUTED ACCOUNT OR INVOICE; FAILURE TO ACCOUNT, TRUST ACCOUNTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DISPUTED ACCOUNT OR INVOICE; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO ACCOUNT, TRUST ACCOUNTS; FAILURE TO RELEASE MONIES HELD IN TRUST	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	1
HARSH AND/OR UNCONSCIONABLE CONDUCT, CONTRACTS	1
MISLEADING/DECEPTIVE CONDUCT NEC	10
MISLEADING/DECEPTIVE CONDUCT NEC; MISREPRESENTATION NEC	2
MISLEADING/DECEPTIVE CONDUCT NEC; REFUNDS	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS	2
MISREPRESENTATION NEC	1
PRICING, COMMISSIONS, CHARGES NEC	1
QUALITY, FALSE MISLEADING QUALITY, VALUE GRADE OF GOODS, SERVICES	1
REFUNDS	6
RIGHTS/RESPONSIBILITY NOT LISTED*	1
RIGHTS/RESPONSIBILITY NOT LISTED*; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNLICENSED, UNREGISTERED	4
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	32
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	152
SUNSHINE COAST	81
CONDUCT OTHER NEC	9
CONDUCT OTHER NEC; MISAPPROPRIATION OF FUNDS; MISLEADING/DECEPTIVE CONDUCT NEC	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DAMAGE/LOSS CONSUMERS PROPERTY/GOODS, FAILURE TO INSURE	1
MAIL ORDER*	1
MISLEADING/DECEPTIVE CONDUCT NEC	9
MISREPRESENTATION NEC	2

PRICE, COMMISSION, CHARGES	2
REFUNDS	1
REGISTRATION, LICENSING REQUIREMENTS NOT MET	1
SALES METHOD NOT LISTED*	1
UNLICENSED, UNREGISTERED	7
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	5
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	40
TOWOOMBA	27
CONDUCT OTHER NEC	1
CONDUCT OTHER NEC; DEPOSITS/BONDS ; DISPUTED ACCOUNT OR INVOICE	1
CONDUCT OTHER NEC; FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
HARASSMENT, COERCION	1
MISAPPROPRIATION OF FUNDS; MISLEADING/DECEPTIVE CONDUCT NEC	1
MISLEADING/DECEPTIVE CONDUCT NEC	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
RIGHTS/RESPONSIBILITY NOT LISTED*	1
UNLICENSED, UNREGISTERED	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	3
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	14
TOWNSVILLE	37
CONDUCT OTHER NEC	6
CONDUCT OTHER NEC; DISPUTED ACCOUNT OR INVOICE	1
MISLEADING/DECEPTIVE CONDUCT NEC	3
REFUNDS	1
UNAUTHORISED REPAIRS, UNSOLICITED SERVICES, REPAIRS	1
UNLICENSED, UNREGISTERED	2
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	4
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	19
VICTORIA	9
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	8
WESTERN AUSTRALIA	1
DEPOSITS/BONDS ; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
WIDE BAY	57
CONDUCT OTHER NEC	3
CONDUCT OTHER NEC; DEPOSITS/BONDS	1
CONDUCT OTHER NEC; FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; MISAPPROPRIATION OF FUNDS	1
CONDUCT OTHER NEC; MISREPRESENTATION NEC	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT; DISPUTE CONCERNING COMMISSIONS	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
HARASSMENT, COERCION	1
INCORRECT OR MISLEADING WEIGHT, MEASURE, QUANTITY,	1
MISLEADING/DECEPTIVE CONDUCT NEC	2
MISLEADING/DECEPTIVE CONDUCT NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISREPRESENTATION NEC	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
UNLICENSED, UNREGISTERED	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	5
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	35
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Location unknown	4
UNLICENSED, UNREGISTERED; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
BRISBANE	544
AVAILABILITY OF GOODS/PARTS/REPAIRS, UNAVAILABLE PRODUCT; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
BAIT ADVERTISING	1
CANCELLATIONS/COOLING OFF	1
CONDUCT OTHER NEC	29
CONDUCT OTHER NEC; MISLEADING/DECEPTIVE CONDUCT NEC	2
CONDUCT OTHER NEC; UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	2
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT	3
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DEPOSITS/BONDS ; REFUNDS	1
DISPUTED ACCOUNT OR INVOICE; REFUNDS	1
FAILURE TO ACCOUNT, TRUST ACCOUNTS	1
FAILURE TO ACCOUNT, TRUST ACCOUNTS; FAILURE TO RELEASE MONIES HELD IN TRUST	1
FAILURE TO ACCOUNT, TRUST ACCOUNTS; MISAPPROPRIATION OF FUNDS; MISLEADING/DECEPTIVE CONDUCT NEC	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	2
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
FAILURE TO RELEASE MONIES HELD IN TRUST; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
HARASSMENT, COERCION; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISAPPROPRIATION OF FUNDS	1
MISAPPROPRIATION OF FUNDS; MISREPRESENTATION NEC	1
MISLEADING/DECEPTIVE CONDUCT NEC	9
MISLEADING/DECEPTIVE CONDUCT NEC; REFUNDS	1
MISLEADING/DECEPTIVE CONDUCT NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS	2
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS; REFUNDS	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	2
QUALITY, FALSE MISLEADING QUALITY, VALUE GRADE OF GOODS, SERVICES	1
REFUNDS	28
REFUNDS; UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	2
REFUNDS; UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	24
RIGHTS/RESPONSIBILITY NOT LISTED*	1
SALES METHOD NOT LISTED*	1
UNAUTHORISED REPAIRS, UNSOLICITED SERVICES, REPAIRS	1
UNLICENSED, UNREGISTERED	18
UNLICENSED, UNREGISTERED; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	3
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	123
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	5
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	260
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION ; WARRANTIES RIGHTS REMEDIES GUARANTEES, RETAIL, MANUFACTURER, IMPORTER	1
CAIRNS	44
CONDUCT OTHER NEC	3
CONDUCT OTHER NEC; DISPUTE CONCERNING COMMISSIONS	1
FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISLEADING/DECEPTIVE CONDUCT NEC	2
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
REFUNDS	1
UNLICENSED, UNREGISTERED	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	9



UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	25
MACKAY	23
CONDUCT OTHER NEC; MISAPPROPRIATION OF FUNDS; MISLEADING/DECEPTIVE CONDUCT NEC	1
DEPOSITS/BONDS ; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
REFUNDS	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	5
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	15
NEW SOUTH WALES	15
CONDUCT OTHER NEC	1
FAILURE TO RELEASE MONIES HELD IN TRUST; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC; REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
REFUNDS	2
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	3
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	6
QUEENSLAND	1
UNLICENSED, UNREGISTERED	1
ROCKHAMPTON	41
AVAILABILITY OF GOODS/PARTS/REPAIRS, UNAVAILABLE PRODUCT; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
FAILURE TO SUPPLY INFORMATION, DOCUMENTS / DISCLOSURES IN REQUIRED FORM	1
MISAPPROPRIATION OF FUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS; REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
OVERCHARGING, INCORRECT CHARGING INCLUDES CHARGES ABOVE QUOTE, FREE EXTRAS ETC	1
REFUNDS	2
UNLICENSED, UNREGISTERED	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	4
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	28
SOUTH AUSTRALIA	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
SOUTHPORT	177
AVAILABILITY OF GOODS/PARTS/REPAIRS, UNAVAILABLE PRODUCT; MISLEADING/DECEPTIVE CONDUCT NEC; REFUNDS	1
BLOWING, TELEFRAUD, INVOICE FRAUD; CONDUCT OTHER NEC	1
CONDUCT OTHER NEC	14
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	3
CONTRACTS NON-ADHERENCE TO TERMS OF CONTRACT	1
DISPUTED ACCOUNT OR INVOICE	1
MISLEADING/DECEPTIVE CONDUCT NEC	6
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS; UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
REFUNDS	8
REFUNDS; UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	3
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	9
REGISTRATION, LICENSING REQUIREMENTS NOT MET; UNLICENSED, UNREGISTERED; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNLICENSED, UNREGISTERED	4
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	35
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	85
SUNSHINE COAST	76
BAIT ADVERTISING	1
CONDUCT OTHER NEC	1
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
DEPOSITS/BONDS ; MISAPPROPRIATION OF FUNDS	1
DISCRIMINATION; HARASSMENT, COERCION; UNSAFE PRODUCT OR SERVICE	1
FAILURE TO ACCOUNT, TRUST ACCOUNTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISLEADING/DECEPTIVE CONDUCT NEC	3
MISLEADING/DECEPTIVE CONDUCT NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISREPRESENTATION NEC	1
REFUNDS	1
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
SALES METHOD NOT LISTED*	1
UNLICENSED, UNREGISTERED	6
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	15
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	40
TOOWOOMBA	38
CONDUCT OTHER NEC	2
MISLEADING/DECEPTIVE CONDUCT NEC	1
MISLEADING/DECEPTIVE CONDUCT NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS; REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
REFUNDS	2
REFUNDS; UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNLICENSED, UNREGISTERED	2
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	9
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	18
TOWNSVILLE	31
ACCEPT PAYMENT WITHOUT INTENTION TO SUPPLY	1
CONDUCT OTHER NEC	2
MISLEADING/DECEPTIVE CONDUCT NEC	1
MISREPRESENTATION ABOUT CERTAIN BUSINESS ACTIVITIES INCL HOME BUSINESS; REFUNDS	1
REFUNDS	2
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNLICENSED, UNREGISTERED	1
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	6
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	16
VICTORIA	10
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	9
WIDE BAY	43
CONDUCT OTHER NEC	4
CONDUCT OTHER NEC; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
MISLEADING/DECEPTIVE CONDUCT NEC	2
REFUNDS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	2
UNLICENSED, UNREGISTERED	2
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS	11
UNSATISFACTORY OR NON PERFORMANCE OF GOODS, PRODUCTS; UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	1
UNSATISFACTORY/NON PERFORMANCE OF SERVICE, REPAIRS, NON COMPLETION	20
Grand Total	3280