

Getting Started

Purpose

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 (<https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/make-a-consumer-complaint/talk-to-business-first>).

Before You Start

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.

Privacy Notice

Liquor, Gaming and Fair Trading is collecting your information on this form to process your complaint under the Fair Trading Act 1989 and the Australian Consumer Law. Liquor, Gaming and Fair Trading 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.

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
-----	----

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
-----	----



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: *.jpg, *.gif, *.png, *.pdf, *.bmp. 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.

[generalconsumercomplaintform.pdf](#)

Agreement

Signature

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.

Complaint form

This form is effective from 1 January 2020

OFFICE USE ONLY

Date received

National Relay Service

If you are deaf or have a hearing or speech impairment, contact us through the **National Relay Service (NRS)**

Ask the NRS to connect you to 13 QGOV (13 74 68)

Interpreter assistance

Contact the **Translating and Interpreting Service (TIS National)** on 131 450

Instructions

This form is used to lodge a complaint with the Office of Fair Trading (OFT). Please fill out to the best of your ability.

When completing this form print neatly and:

- if possible, supply the full name and address of the business/trader
- send **copies** of relevant documents to us **not originals**.

Privacy statement

OFT is collecting your personal information on this form to process your complaint under the *Fair Trading Act 1989* and the Australian Consumer Law. 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.

Talk to the business first

If you have not already approached the business/trader you should do so before lodging a 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/trader at www.qld.gov.au/fairtrading, search 'Talk to the business first'.

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

☐ No ☒ Yes

Previous complaint

Have you complained in writing to OFT or 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 OFT as soon as possible by calling 13 QGOV (13 74 68) or visit www.qld.gov.au/fairtrading

Part 5—Declaration and signature

Declaration and signature

Do you consent to OFT contacting you in the future, including notifying you of the outcome of your complaint?

☒ Yes ☐ No

If you choose Yes, you consent to the use of this email address by OFT for any or all correspondence relating to your complaint.

Do you consent to OFT disclosing your name and any other relevant details about your complaint, for example, what you bought and the date you bought it, during discussions with the business/trader about this matter?

☒ Yes ☐ No

Please note, our conciliation process, where we attempt to negotiate an outcome on your behalf with the business/trader, will not be able to go ahead if you do not agree for us to disclose relevant complaint details.

If we decide that the business/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 business/trader on your behalf to try and have the matter resolved.

Are you prepared to be contacted in future for customer satisfaction or other research that can help us improve our services?

☒ Yes ☐ No

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 business/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 processes; 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 understand that submitting an anonymous complaint may forgo any possible conciliation or enforcement action and the purpose of this complaint is for information purposes only.

Signature Date signed / /

D D M M Y Y Y Y

PLEASE SIGN HERE

WEARING'S DIESEL ENGINE SERVICE GARBUPT



All Maps Images News Videos More Tools

About 331,000 results (0.56 seconds)

Did you mean: **WEARING DIESEL ENGINE SERVICE GARBUPT**

White Pages
<https://www.whitepages.com.au/garbutt/cid-90088928>

Wearing's Diesel Engine Service Pty Ltd | White Pages®

Connect with **Wearing's Diesel Engine Service Pty Ltd** at Hugh Ryan Drive, Garbutt, QLD. Find business, government and residential phone numbers.

Yelp
<https://www.yelp.com/biz/wearings-diesel-engine-s>

Wearing's Diesel Engine Service - Yelp

Map · 24 Hugh Ryan Dr, Garbutt Queensland 4814, Australia, Directions · (07) 4728 8850 · Call Now · More Info, Services for **Wearing's Diesel Engine Service**, Hours.

StartLocal
<https://www.startlocal.com.au/gld/townsville/wear...>

Wearing's Diesel Engine Service Pty Ltd: Garbutt Engine... - StartLocal

Wearing's Diesel Engine Service Pty Ltd, 24 Hugh Ryan Dr, Garbutt, QLD, 4814, Pty (07) 4728... 5.0 review | 0% 4.0 review | 0% 3.0 review | 0% ...

Luigo.biz
<https://www.luigo.biz/Car-Repair-&Service>

• **Wearing's Diesel Engine Service** • Garbutt • Queensland • - **luigo.biz**

For diesel repairs, diesel engines, diesel pumps by specialist diesel mechanics call K9 Diesel Engineering Mt Lee. We are also suppliers / repairers of ...

Intobel
<https://www.intobel.com.au/Garbutt>

Wearings Diesel Engine Service - Townsville - Intobel

Find reviews, opening hours, photos & videos for **Wearings Diesel Engine Service - Maintenance And Repair Of Industrial Engines In Townsville, Tel. 0747288**.

www.wearingsengines.com.au



Wearings Diesel Engine Service PTY LTD

3.9 3.6 3.4 3.2 3 Google reviews
Diesel engine repair service in Garbutt, Queensland

Address: 24 Hugh Ryan Dr, Garbutt QLD 4814

Phone: (07) 4728 8850

Suggest an edit · Own this business?

Reviews 0

3 Google reviews

People also search for

View 10+ more



Department of Justice & Attorney-General

Network Error

Your requested host "www.wearingsengines.com.au" could not be resolved by DNS.

If you have any questions, please navigate to the DJAG Intranet, click on IT Service Request and log a "General ICT Service Request" with the details from above.





Australian Securities & Investments Commission

ABN LOOKUP

Type an ABN, ACN or name



[ABN Lookup](#) > [Search](#) > Current details for ABN 73 088 310 338

Current details for ABN 73 088 310 338

Current details

Historical details

[PDF](#) [Print](#) [Email](#)

ABN details

[Help](#)

Entity name: WEARING'S DIESEL ENGINE SERVICE PTY LTD.
ABN status: Active from 31 Mar 2000
Entity type: Australian Private Company
Goods & Services Tax (GST): Registered from 01 Jul 2000
Main business location: QLD 4814

Business name(s)

[Help](#)

Business name: From 05 Dec 2006
[CYLINDER HEAD SOLUTIONS](#) [IT](#)
[TOWNSVILLE PUBLICATION](#) [IT](#)
From 09 Dec 2006

ASIC registration - ACN or ARBN or ARSN or ARFN

[088 310 338](#) [View record on the ASIC website](#) [IT](#)

Deductible gift recipient status

[Help](#)

[PDF](#) [Print](#) [Email](#)

[Hide](#)

WEARING'S DIESEL ENGINE SERVICE PTY. LTD. ACN 088 310 338

Company Summary [?](#)

Name: WEARING'S DIESEL ENGINE SERVICE PTY. LTD.
ACN: 088 310 338
ABN: 73 088 310 338
Registration date: 29/06/1999
Next review date: 29/06/2023
Status: Registered
Type: Australian Proprietary Company, Limited By Shares
Locality of registered office: TOWNSVILLE QLD 4810
Regulator: Australian Securities & Investments Commission

[View Summary](#)

Information for purchase [?](#)



- getting their own legal advice.

We can't force a business to take any action, nor can we force the business to participate in the conciliation process.

Where there has been an alleged breach of a Consumer Guarantee under the Australian Consumer Law (ACL), Sections 259 (supply of goods) and 267 (supply of services) allows for consumers to take their own action against a trader for failure to comply with guarantees or for a major failure.

The ACL consumer guarantee provisions are established in such a way to provide the individual consumer with this power where they believe the trader has not provided appropriate measures to honour the guarantee provisions. While the ACL provides for the Office of Fair Trading (OFT) to take enforcement action against a wide range of offence provisions, the OFT has no specified role to take enforcement action for consumer guarantee related provisions.

As previously advised, you may wish to take the matter to court or lodge a claim to the Queensland Civil and Administrative Tribunal (QCAT) where matters in dispute between consumers and traders for amounts up to \$25,000 can be heard. QCAT can be contacted by telephoning 1300 753 228. Alternatively, you may wish to seek independent legal advice about the options available to you.

There are a number of ways to obtain legal advice. You can contact:

- Legal Aid Queensland Call Centre, on telephone number 1300 651 188 for information and referral for legal advice; or
- Queensland Law Society, on (07) 3842 5842 and ask them for the names of legal firms in your area which specialise in your particular type of legal problem.

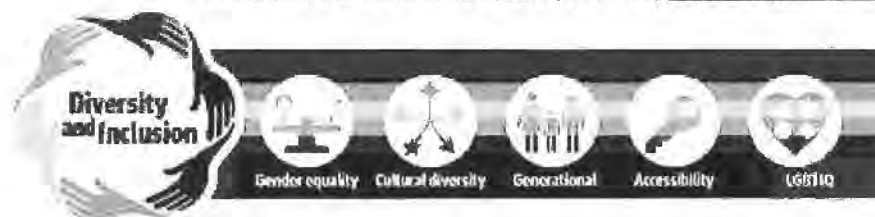
If you wish to discuss this matter please do not hesitate to contact me on 07 4758 5716.

Yours Sincerely



Alexander Tonks
A/Service Delivery Officer, Townsville
Office of Fair Trading
Department of Justice and Attorney-General

Level 4, 187 Stanley Street, Townsville QLD 4810
P: 07 4758 5716 E: alexander.tonks@justice.qld.gov.au
Customer Call Centre: 13 QGOV (13 74 68) www.qld.gov.au/fairtrading



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Yours Sincerely



Queensland
Government

Alexander Tonks

A/Service Delivery Officer, Townsville

Office of Fair Trading

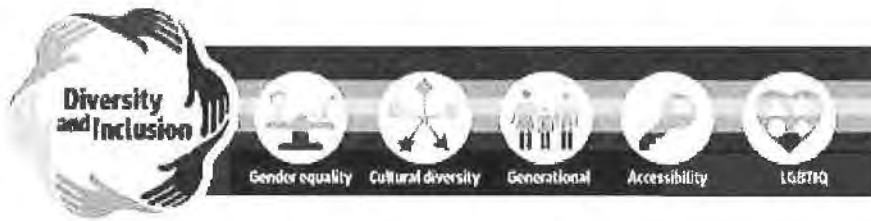
Department of Justice and Attorney-General

Level 4, 187 Stanley Street, Townsville QLD 4810

P: 07 4758 5716 E: alexander.tonks@justice.qld.gov.au

Customer Call Centre: 13 QGOV (13 74 68) www.qld.gov.au/fairtrading





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Alexander Tonks
A/Service Delivery Officer, Townsville
Office of Fair Trading
Department of Justice and Attorney-General

Level 4, 187 Stanley Street, Townsville QLD 4810
P: 07 4758 5716 E: alexander.tonks@justice.qld.gov.au
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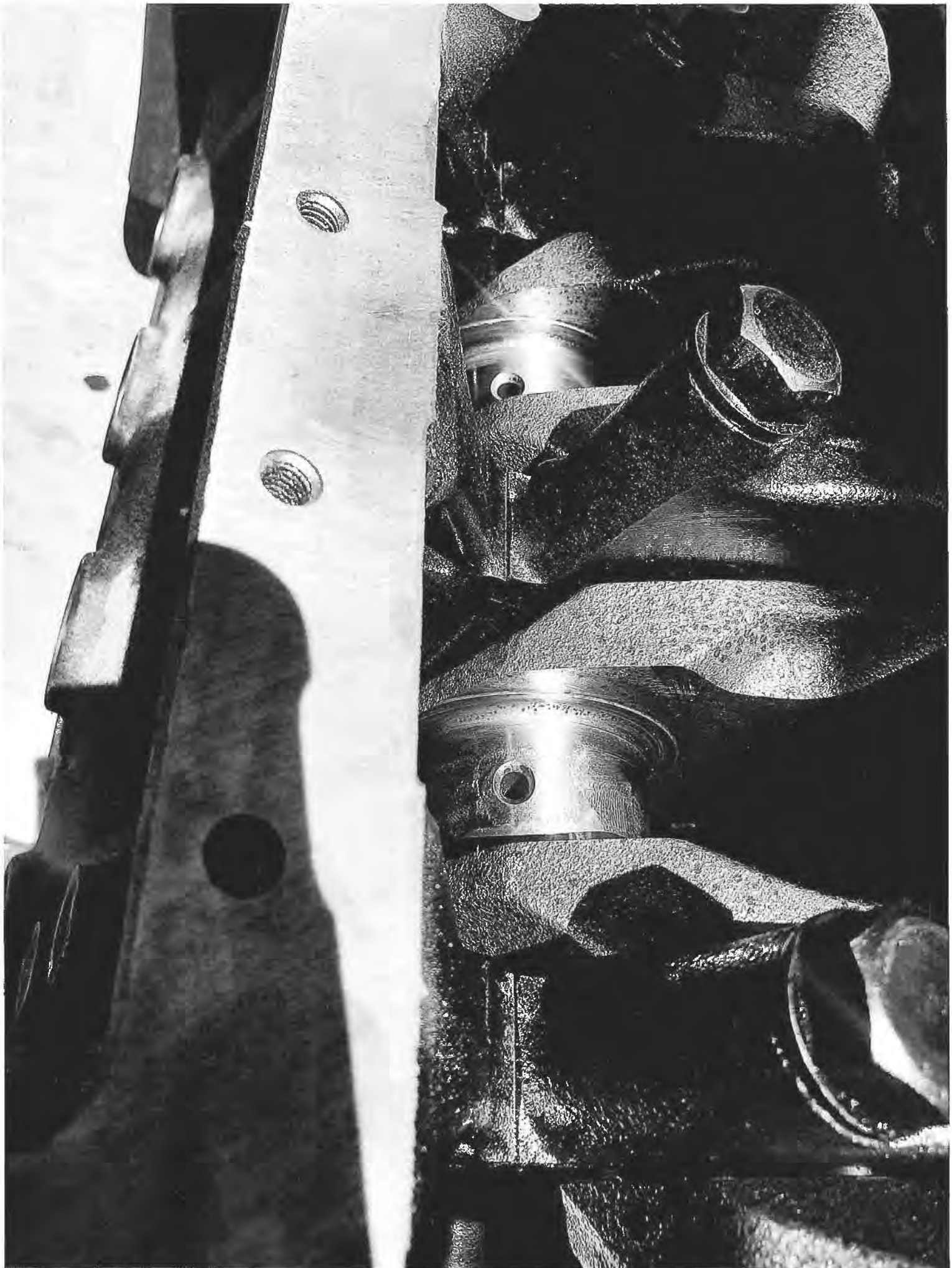




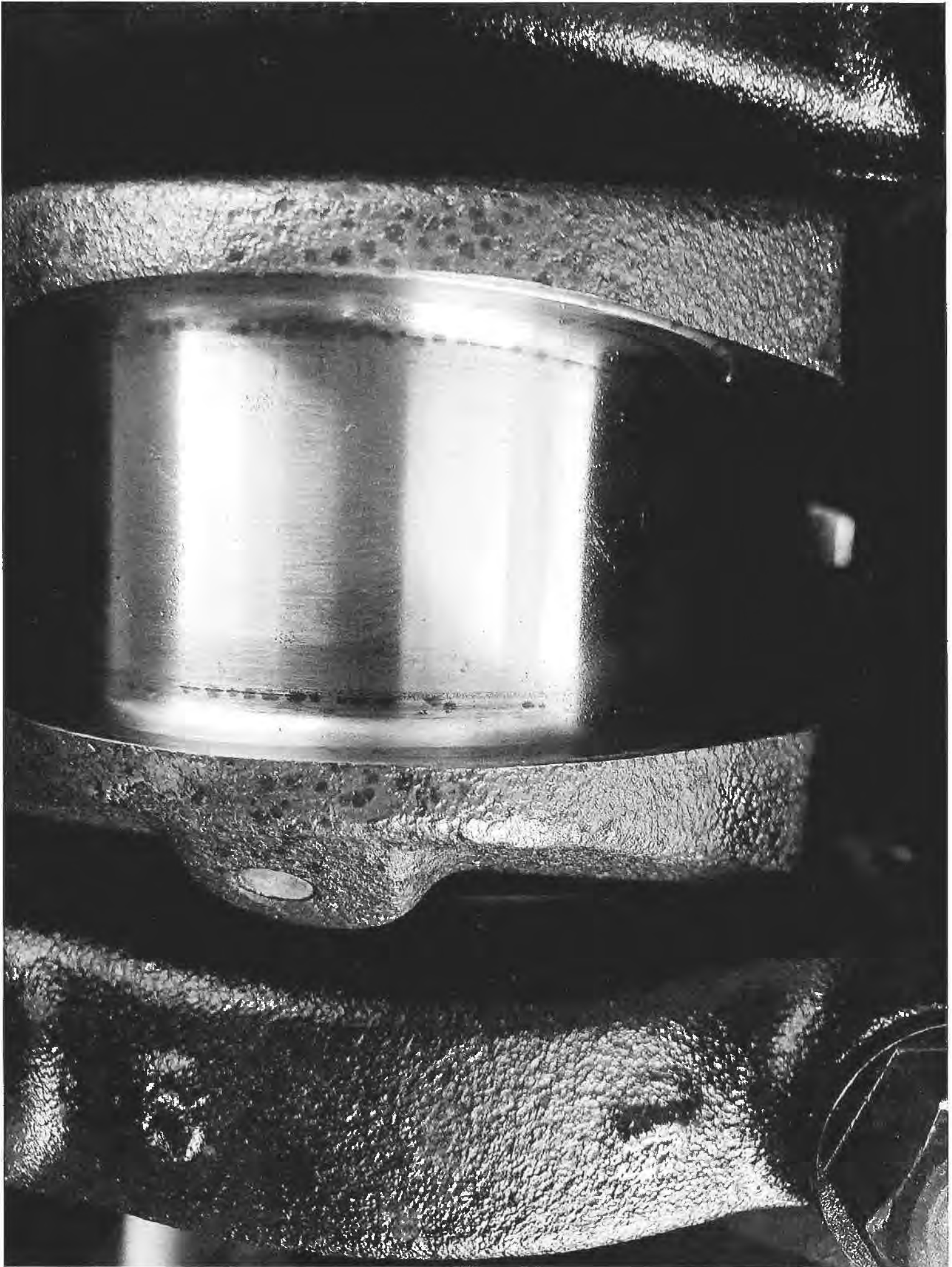
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Office of Fair Trading
Department of Justice and Attorney-General

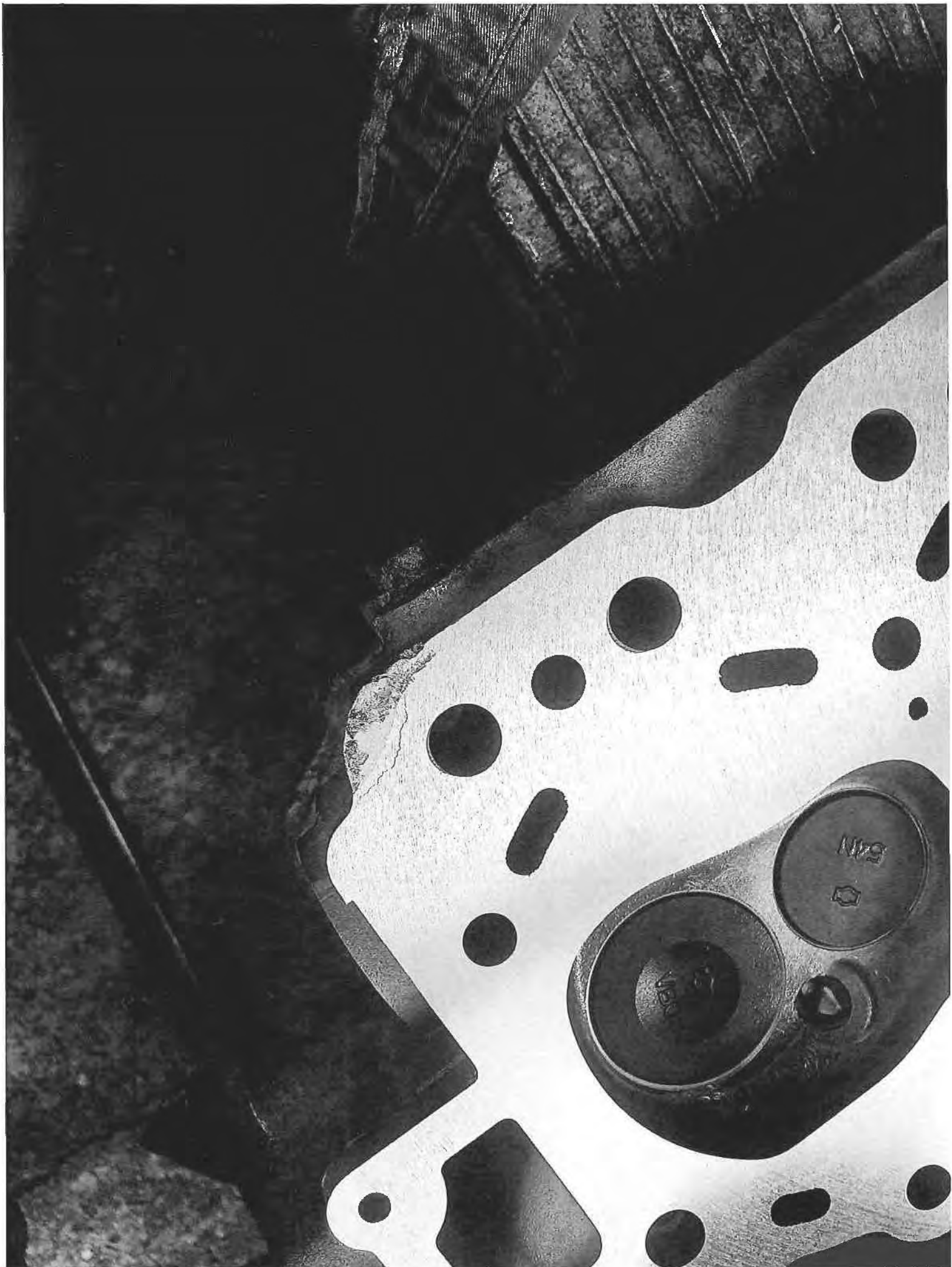
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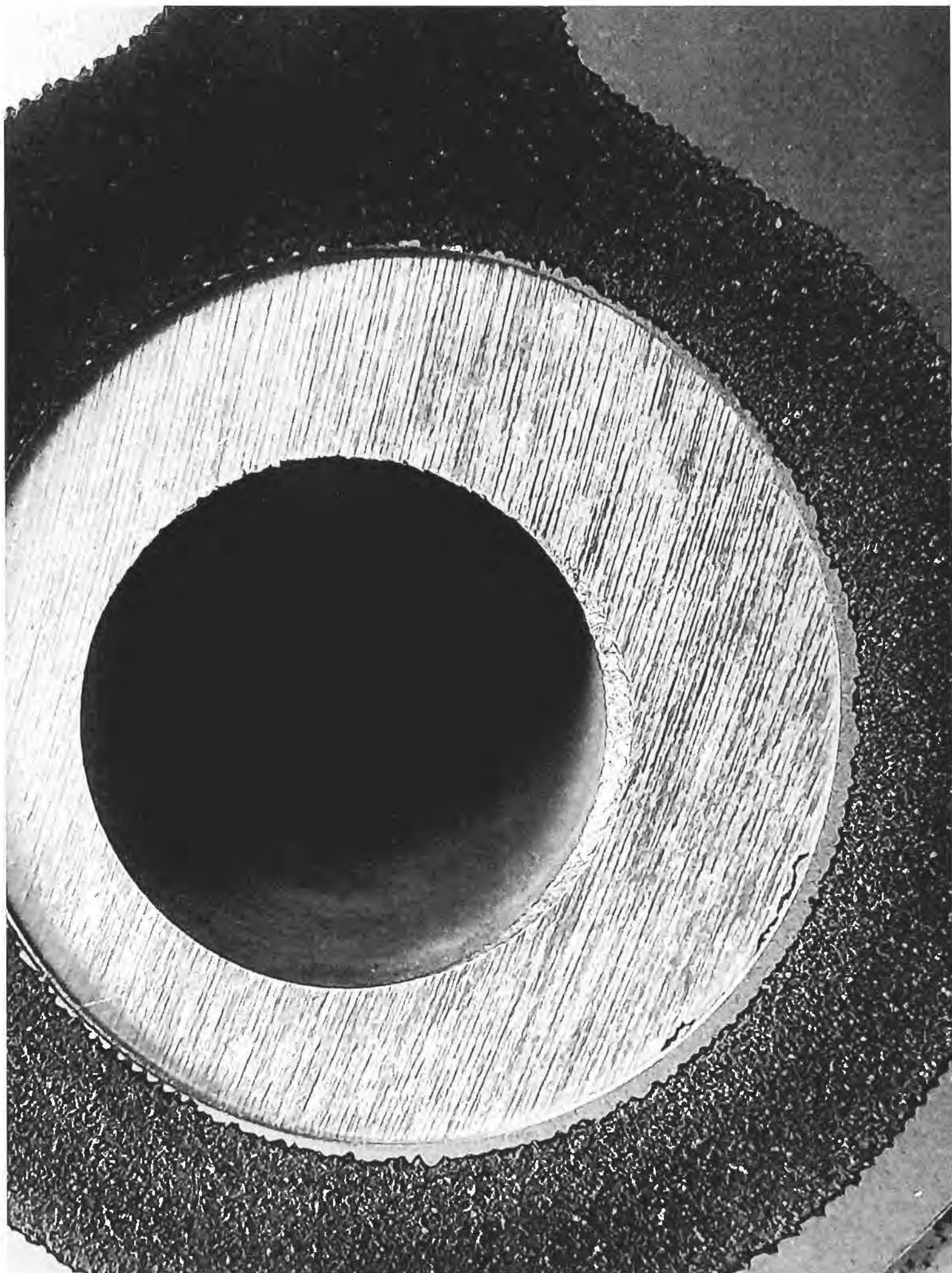












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Yes	No
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Agreement

Signature

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
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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 66) to confirm we have received it.



Complaint form

This form is effective from 1 January 2020

OFFICE USE ONLY

Date received

National Relay Service

If you are deaf or have a hearing or speech impairment, contact us through the **National Relay Service (NRS)**

Ask the NRS to connect you to 13 QGOV (13 74 68)

Interpreter assistance

Contact the **Translating and Interpreting Service (TIS National)** on 131 450

Instructions

This form is used to lodge a complaint with the Office of Fair Trading (OFT). Please fill out to the best of your ability.

When completing this form print neatly and:

- If possible, supply the full name and address of the business/trader
- send **copies** of relevant documents to us **not originals**.

Privacy statement

OFT is collecting your personal information on this form to process your complaint under the *Fair Trading Act 1989* and the Australian Consumer Law. 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.

Talk to the business first

If you have not already approached the business/trader you should do so before lodging a 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/trader at www.qld.gov.au/fairtrading, search 'Talk to the business first'.

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

☐ No ☒ Yes

Previous complaint

Have you complained in writing to OFT or 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 OFT as soon as possible by calling 13 QGOV (13 74 68) or visit www.qld.gov.au/fairtrading

Part 5—Declaration and signature

Declaration and signature

Do you consent to OFT contacting you in the future, including notifying you of the outcome of your complaint?

☒ Yes ☐ No

If you choose Yes, you consent to the use of this email address by OFT for any or all correspondence relating to your complaint.

Do you consent to OFT disclosing your name and any other relevant details about your complaint, for example, what you bought and the date you bought it, during discussions with the business/trader about this matter?

☒ Yes ☐ No

Please note, our conciliation process, where we attempt to negotiate an outcome on your behalf with the business/trader, will not be able to go ahead if you do not agree for us to disclose relevant complaint details.

If we decide that the business/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 business/trader on your behalf to try and have the matter resolved.

Are you prepared to be contacted in future for customer satisfaction or other research that can help us improve our services?

☒ Yes ☐ No

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 business/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 processes; 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 understand that submitting an anonymous complaint may forgo any possible conciliation or enforcement action and the purpose of this complaint is for information purposes only.

Signature Date signed / /

THIS AREA HAS BEEN INTENTIONALLY LEFT BLANK.

Q All [Maps icon] [Images icon] [News icon] [Videos icon] [More icon] Tools

About 573,000 results (0.35 seconds)

Did you mean: **WEARING DIESEL ENGINE SERVICE GARbutt**

White Pages
<http://www.whitepages.com.au/garbutt-qld-100000029>

Wearing's Diesel Engine Service Pty Ltd | White Pages®

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StartLocal
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Wearings Diesel Engine Service PTY LTD

5.0 stars from 3 Google reviews

Diesel engine repair service in Garbutt, Queensland

Address: 24 Hugh Ryan Dr, Garbutt QLD 4814

Phone: (07) 4728 8850

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Reviews

3 Google reviews

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Department of Justice & Attorney-General

Network Error

Your requested host "www.wearingsengines.com.au" could not be resolved by DNS.

If you have any questions, please navigate to the DJAG Intranet, click on IT Service Request and log in "General ICT Service Request" with the details from above.



Current details for ABN 73 088 310 338

Current details

Historical details

[Print](#) [PDF](#) [FBI](#) [Email](#)

ABN details

[Help](#)

Entity name: WEARING'S DIESEL ENGINE SERVICE PTY. LTD.
ABN status: Active from 31 Mar 2000
Entity type: Australian Private Company
Goods & Services Tax (GST): Registered from 01 Jul 2000
Main business location: QLD 4810

Business name(s)

[Help](#)

Business name

From

[COLUMBIA HEAD SOLUTIONS](#)

05 Dec 2006

[TOWNSVILLE FUEL INJECTION](#)

06 Dec 2006

ASIC registration - ACN or ARBN or ARSN or ARPN

[088 310 338 View record on the ASIC Website](#)

Deductible gift recipient status

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WEARING'S DIESEL ENGINE SERVICE PTY. LTD. ACN 088 310 338

Company Summary ?

Name: WEARING'S DIESEL ENGINE SERVICE PTY. LTD.**ACN:** 088 310 338**ABN:** 73 088 310 338**Registration date:** 29/06/1999**Next review date:** 29/06/2023**Status:** Registered**Type:** Australian Proprietary Company, Limited By Shares**Locality of registered office:** TOWNSVILLE QLD 4810**Regulator:** Australian Securities & Investments Commission[View Summary](#)

Information for purchase ?