



## Complaint form

This form is effective from 1 July 2017

### OFFICE USE ONLY

Date received

.....

### Instructions

**This form is used to identify complaints over multiple jurisdictions. Please fill out to the best of your ability. If you have not already approached the trader you must do so before lodging a complaint.**

When completing this form print neatly and:

- supply the **correct name** of trader and address — refer to invoice, receipt, contract, etc.
- send **copies (not originals)** of relevant documentation.

Have you complained in writing to 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 the Office of Fair Trading as soon as possible by calling 13 QGOV (13 74 68) or visit [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)**

## Part 1—Personal details

### Your details

Preferred Title  Mr  Mrs  Ms  Miss Other (specify) .....

First name ..... Last name .....

Address .....

Suburb/town ..... State  Postcode

Home phone ..... Fax .....

Work ..... Mobile .....

Email address .....

## Part 2—Trader and transaction details

### Trader and transaction details

Please complete as many details as possible.

Send only **copies** and retain original documents in a safe place.

We will contact the trader about the complaint so be as accurate as possible.

Trader's name .....

ACN or ABN number (if known) .....

Salesperson .....

Address .....

Suburb/town ..... State  Postcode

Phone ..... Fax .....

Website .....

Email .....

Description of goods or services .....

- How you paid trader: (if relevant)
- |  |   |                                     |
|--|---|-------------------------------------|
| <input type="checkbox"/> BPay/direct debit | <input type="checkbox"/> Cheque/bank cheque | <input type="checkbox"/> Cash       |
| <input type="checkbox"/> Money order       | <input type="checkbox"/> Credit card        | <input type="checkbox"/> No payment |
- Method of transaction:
- |   |  |                                    |
|---|--|------------------------------------|
| <input type="checkbox"/> Online         | <input type="checkbox"/> Telephone       | <input type="checkbox"/> In person |
| <input type="checkbox"/> Mail/catalogue | <input type="checkbox"/> No payment made |                                    |



## Part 4—Declaration and signature

### Declaration and signature

The Office of Fair Trading is collecting your information on this form to process your complaint under the *Fair Trading Act 1989* and the Australian Consumer Law. The Office of Fair Trading usually discloses this information to the trader and other Australian and New Zealand fair trading agencies. Your complaint may be transferred to another agency.

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  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 trader on your behalf to try and have the matter resolved.

Are you prepared to be contacted in future by the Office of Fair Trading or contractors for customer satisfaction or other research that can help us improve our services?

Yes  No

I declare that the information supplied by me is, to the best of my knowledge, true and correct. I agree that the information provided (except for demographic data) may, if necessary, be revealed to the trader in correspondence or investigations concerning this complaint, or referred to another authority for their appropriate action should the matter fall outside this Office of Fair Trading's jurisdiction. It may also be shared on a confidential basis with other Australian and New Zealand fair trading agencies.

Signature ..... Date signed  /  /   
D D M M Y Y Y Y

## Part 5—Demographic data

### Demographic data

This information is used to help the Office of Fair Trading better understand who uses its services and identify groups targeted by unscrupulous businesses. It is not compulsory to complete it in full or part.

Tick all that apply.

#### Gender:

male

female

#### Age:

17 or under

18 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 +

#### Employment status:

student  retired

self-employed (business owner)

care-giver / home maker

full time employed

part-time employed

unemployed

#### Background:

have a disability

Indigenous / South Islander

from a non-English speaking background

#### Gross annual income:

up to \$10,399

\$10,400 – \$25,999

\$26,000 – \$41,599

\$41,600 – \$77,999

\$78,000 +

Language spoken at home .....

Call  
13 QGOV (13 74 68)  
for advice

Please lodge your complaint with the Office of Fair Trading at the address below or complete an online form at [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)

#### By mail:

Office of Fair Trading  
GPO Box 3111  
Brisbane QLD 4001

Visit [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading) or call 13 QGOV (13 74 68) for information and your nearest Fair Trading Office.