



Complaint Form

Please use a pen and write clearly using BLOCK LETTERS and tick where required.
 If you need help in completing this form please contact our Advice Line on 1300 30 40 54 between 8.30am - 5.00pm Monday to Friday (excluding public holidays) or visit the office nearest to you.

Complaint made by (your details)

Preferred title Mr Mrs Miss Ms Other

Family Name

Given Names

Address

 Postcode

Your telephone numbers

Home Area Code ()

Work Area Code ()

Mobile

Email

Who is the complaint against?

Name of Business

ACN/ABN

Contact Person

Business address

 Postcode

Phone No Area Code ()

Fax No Area Code ()

Email

Consumer Protection Division Department of Commerce

Ground Floor
 "Forrest Centre"
 219 St George's Terrace
 Perth WA 6000

Postal Address

Locked Bag 14
 Cloisters Square WA 6850

Email: consumer@commerce.wa.gov.au

General Advice Line

1300 30 40 54

8.30am to 5pm
 Monday to Friday
 (excluding public holidays)
 at the cost of a local call

Regional Office Network

1300 30 40 54

8.30am to 5pm
 Monday to Friday
 (excluding public holidays)
 at the cost of a local call

Albany

Unit 2, 129 Aberdeen Street,
 PO Box 832
 Albany WA 6330

Bunbury

8th Floor, 61 Victoria Street,
 PO Box 1747
 Bunbury WA 6230

Geraldton

Post Office Plaza
 Shop 3, 50-52 Durlacher Street,
 PO Box 1447
 Geraldton WA 6530

Kalgoorlie

Cnr Hunter & Broadwood Streets,
 West Kalgoorlie WA 6430
 PO Box 10154
 Kalgoorlie WA 6430

Karratha

Unit 9
 Karratha Village Shopping Centre
 Sharpe Avenue
 PO Box 5
 Karratha WA 6174

Kununurra

Shop 24, 64 Konkerberry Drive
 PO Box 1104
 Kununurra WA 6743

TTY (for hearing impaired)

Tel: 08 9282 0800

Customer Feedback Line

1800 30 40 59

Web Site

www.commerce.wa.gov.au
wa.gov.au

For Office Use Only

Date Sent/...../.....

Area

Initials

What type of goods or services does your complaint relate to?

Home building work

Personal or professional services (eg health club, cleaning service, travel, financial services or employment services)

Residential tenancy Other - Describe

Retail goods

Retirement Village

Used vehicle warranty Used vehicle contract Vehicle Repair & Service

New vehicle warranty New vehicle contract Vehicle Parts or Accessories

Extended vehicle warranty Consignment vehicle sale Caravan/Boat/Trailer

Are these services or goods used for personal or business use? Personal Business

Please complete only the section that best applies to your type of complaint:

- Section 1** - Retail Goods or Services (eg health clubs, travel services, furniture removals)
- Section 2** - Retirement Village
- Section 3** - Residential Tenancy
- Section 4** - Home Building Work
- Section 5** - Motor Vehicle Purchase/Warranty/Parts or Repairs

Section 1: Retail Goods or Services

Goods or service complained of

Date purchase or contract made / /

Date work completed or scheduled to be completed / / Goods received Yes No

Cost of goods or service \$

How much of the contract or purchase price has been paid? \$

Section 2: Retirement Village

Have you tried to resolve your complaint by writing to Village Management? Yes No

Does your complaint relate to

Dissatisfaction with the dispute resolution process or outcome Contract Services provided

Section 3: Residential Tenancy

Nature of dispute

Address of the rental property Postcode

Type of tenancy periodic lease agreement fixed-term lease agreement

Do you have a written tenancy agreement? Yes (please attach a copy) No

Date tenancy commenced / / Date tenancy ends or ended / /

Rent Payable \$ weekly fortnightly monthly Other

Original amount of bond paid \$ Amount of bond released \$

Section 4: Home Building Work

Building works, goods or service complained of

Date purchased or contract made / / Written contract Yes No

Work commenced / / Work completed / /

Cost of building works, additions, materials etc \$

How much of the contract or purchase price has been paid? \$

Section 5: Motor Vehicle Purchase/Warranty or Parts

Make Model

Reg No Year

Odometer reading (at time of sale/repair) Current reading

Cash Price \$

Date of contract/repair/purchase / / Delivery Date / /

Part/Accessory purchased New Used Reconditioned

Warranty provided? Yes No

Have you paid the account? In full Partially Not paid

Quoted cost of repair \$ Actual cost if greater than quote \$

Vehicle owner's name (if not you)

Has your vehicle been inspected by one of the following organisations? If so, please enclose a copy of their report.

RAC SGIO Mechanical Repairer Other

Have you returned the vehicle to the dealer or trader for repair? Yes No

Please complete ALL of the following sections

Details of your attempt to resolve the dispute

Who did you speak or write to?

What did they offer to do for you?

Date/s of approach/es

Have you referred your complaint to any other organisation? Yes No

If yes, which organisation?

Who did you speak with?

Declaration

I have approached the Trader to try to resolve this matter.

I understand that an investigation is subject to the approval of the Commissioner for Consumer Protection. I declare that the information supplied by me is, to the best of my knowledge, true and correct. My name and the information I have provided may, if necessary, be revealed in correspondence or investigations concerning my complaint.

Signature

Date

Printed Name

Do you have a disability or injury that is likely to require an alternative method to contact this Department, for example Telephone Typewriter? No Yes – Assistance required

Do you require an Interpreter Service? No Yes – Language required

What happens next?

- Within 4 working days of us receiving this form you will receive acknowledgement of your complaint, which will give you a reference number to quote when contacting us as well as a contact person's name and telephone number.
- Conciliation can be resolved in a matter of days, or may take a few weeks. The length of time it takes to reach an outcome depends on the complexity of the issue, the willingness of the trader to cooperate or other issues. We will attempt to resolve your issue as quickly as possible.
- If conciliation fails, or doesn't satisfy your demands you can choose to take the matter to a Court, or Tribunal. Taking your matter to court is not automatically expensive or time-consuming.
- We would appreciate feedback on any aspect of our service by you contacting our Consumer Feedback Line on 1800 30 40 59.

Privacy Statement

Your contact details will be recorded. The Department may use or disclose your contact details:

- for the purpose of customer satisfaction and service delivery surveys;
- with your consent; and
- in other circumstances where such use or disclosure is required or permitted by law.

The Department may share your contact details with an external marketing research agency.

You may be contacted in the future either by the Department or an appointed external marketing research agency for the purpose of customer satisfaction and service delivery surveys. This initiative has been established to help ensure that the Department continues to provide a high level of service to the members of the Western Australian community.

If you do **not** consent to the provision of your contact details to an appointed external marketing research agency for the purpose of customer satisfaction and service delivery survey, please tick the adjacent box.

You may (subject to permitted exceptions) access your personal information by contacting the Department on 1300 30 40 54.

Please check that you have attached copies of any relevant documents before posting.