

Complaint Form

If you have not approached the retailer/supplier prior to contacting Consumer Affairs **YOU MUST DO SO BEFORE YOU LODGE A COMPLAINT.**

In most circumstances, Consumer Affairs can only provide dispute resolution services if you have made every effort to resolve the problem with the trader, and the trader has refused to provide redress.

When you contact the trader, make sure you advise them what the problem is, and what you require them to do. Remember, always keep calm, as you are more likely to resolve matters if you do not lose your temper.

1. Complaint made by (your details) <i>please print</i>	
Please tick: <input type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input type="radio"/> Miss <input type="radio"/> Other	
Surname:	Given name(s):
Residential address:	Postcode:
Postal address:	Postcode:
Business phone:	Home phone:
Work Phone:	Home phone:
Mobile:	Fax:
Email:	

2. Complaint against (trader details) <i>please print:</i>		
Name of Trader:		
Business address:	Postcode:	
Postal address:	Postcode:	
Name of contact person:		
Contact person's position:		
Business phone:	Mobile phone:	Fax:
Email:		

3. What does your complaint relate to?
Goods or services complained of:
Date purchase or contract made:
Date work completed or scheduled to be completed:
Cost of goods or service:
How much of the contract or purchase price has been paid?

4. Details of your attempt to resolve the dispute
Who did you speak or write to?
What did they offer to do for you?
Date of approach(es):
Cost of goods or service:
How much of the contract or purchase price has been paid?

5. Have you referred your complaint to another organisation?
Yes <input type="radio"/> No <input type="radio"/>
If yes, please specify:
Which organization?
Who did you speak to?

What do you think would be a fair settlement?

Consumer Affairs will endeavour to obtain the maximum redress to which you are entitled. However, if we are unable to achieve this settlement, please state the minimum amount of redress that you would settle for:

7. Declaration
<p>I/we have approached the Trader to try to resolve this matter.</p> <p>I/we understand that an investigation is subject to the approval of the Commissioner of Consumer Affairs.</p> <p>I/we declare that the information supplied by me/us is, to the best of my/our knowledge, true and correct. My/our name(s), and the information I/we have provided may, if necessary, be revealed in correspondence or investigations concerning my/our complaint.</p> <p>Signature: _____ Date: ___ / ___ / 20 ___</p> <p>Print name: _____</p>

For Office Use

Receiving Officer's Initials: _____	Simple <input type="radio"/> Complex <input type="radio"/>	LEGISLATION:
File No.: _____	IND: _____	CAFTA <input type="radio"/>
Date Received: ___ / ___ / 20___	PROD: _____	RTA <input type="radio"/>
Action Officer: _____	CON: _____	Other _____
TBF: ___ / ___ / 20___		

PRIVACY STATEMENT
Consumer Affairs complies with the Information Privacy Principles scheduled to the Information Act. To view the Consumer Affairs Privacy Statement, please access consumeraffairs.nt.gov.au or phone 08 8999 1999