NSW Fair Trading dispute resolution and consumer guarantee directions



Follow the steps below to see how we can help resolve consumer guarantee disputes

Complaint made

Consumer asks Fair Trading for help.



Consumer guarantee direction compliance

If a direction is not complied with, the consumer can register the direction in the Local Court as a judgement debt and apply to have it enforced.

Complaint handled

Fair Trading contacts the consumer and business to try and resolve the dispute.



At any time, a business
and consumer can
work together to reach
a resolution between
themselves without a
direction being made



Consumer guarantee direction is made or refused

The consumer and business are told the outcome in writing or by email.

Dispute not resolved

The matter has progressed through the complaint handling process and no outcome was offered in accordance with the Australian Consumer Law.







Request assessed

Information is provided by the consumer and business to support Fair Trading assessing whether to make a direction.

Request for a consumer guarantee direction

If eligible, a consumer may request Fair Trading consider making a direction.