

GENERAL COMPLAINT FORM

Please contact the retailer or supplier about your complaint before you complete this form.



13 32 20 fairtrading.nsw.gov.au

Please read this information before completing this form.
This form can be completed in Adobe Reader and saved for your records.

Information for applicants

Please note that NSW Fair Trading is unable to intervene in matters where an order has been made in a Tribunal or a Court.

To enable Fair Trading to assess your matter please provide the following information (where available):

- **copy** of any agreements or contracts relevant to the transaction
- **copies** of any relevant correspondence between you and the other party
- **copies** of any notices sent/received, if applicable
- **copies** of any relevant reports
- **copies** of any supporting information, eg: photos, bank statements, receipts etc.

Please **DO NOT** send **ORIGINAL** documents, if they are required Fair Trading will request them.

How to lodge

- **Post** your completed form and documentation to
NSW Fair Trading
PO Box 972
Parramatta NSW 2124
- **In person** at any **Service NSW Centre**. For the address of your nearest Service NSW Centre please telephone 13 77 88 or visit www.service.nsw.gov.au/service-centre
- If you require help in another language please contact the Telephone Interpreter Service on 13 14 50.
- TTY (02) 9338 4943

The above information is intended as a guide only and is included to assist you in completing and lodging this form. This page is not part of the form. If required, professional advice should be obtained regarding the matters dealt with in this form.



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1. Applicant details

Title	Given name(s)			
<input type="text"/>	<input type="text"/>			
Family/Surname				
<input type="text"/>				
Residential address				
<input type="text"/>				
Suburb	State	Postcode		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Daytime telephone number	Mobile number			
<input type="text"/>	<input type="text"/>			
Preferred phone contact time				
<input type="checkbox"/> 8.30am - 10.30am	<input type="checkbox"/> 10.30am - 12.30pm	<input type="checkbox"/> 12.30pm - 3.30pm	<input type="checkbox"/> 3.30pm - 5.00pm	<input type="checkbox"/> Anytime
Email address				
<input type="text"/>				

2. Retailer or supplier details

Name	ABN	
<input type="text"/>	<input type="text"/>	
Address		
<input type="text"/>		
Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime telephone number	Mobile number	
<input type="text"/>	<input type="text"/>	
Email address		
<input type="text"/>		
Website address		
<input type="text"/>		
Proprietor/Manager		
<input type="text"/>		
Licence number		
<input type="text"/>		

3. Description of goods/services

Please provide a brief description of the goods or services

Date of supply of goods/services

Cost of goods/services \$

Method of payment

How much have you paid?

Brand name/manufacturer *(if applicable)*

4. Details of complaint

Please provide a brief outline of your dispute. Additional pages may be attached if required.

OR

Please provide a brief outline of your dispute, including an order or reference number (if applicable). Additional pages may be attached if required.

Date of approach to the retailer or supplier to remedy complaint

To whom did you speak or write?

Trader/ Contractor response to your complaint

What outcome are you seeking?

5. Declaration by the applicant

I declare that the information supplied by me is to the best of my knowledge, true and correct. I acknowledge that NSW Fair Trading 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; 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.

Title Given name(s)

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Family/Surname

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Signature

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Date signed (DD/MM/YYYY)

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This form is designed to be completed in Adobe Reader. A cross appearing in the digital signature field above may indicate a compatibility issue. If a cross appears please sign here

Privacy Statement

NSW Fair Trading, Department of Customer Service gives priority to protecting the privacy of your personal information. We do this by handling personal information in a responsible manner and in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act). Service NSW acts as a shopfront for us and performs transactions for you, on our behalf.

The personal information contained in your application is collected and held by NSW Fair Trading and Service NSW will collect and hold personal information on our behalf as part of the application process.

We are collecting your personal information for the following purposes:

1. To address the concerns you have raised with us.
2. Internal administrative purposes, including liaising with you in relation to your application.
3. We may use the information to support more informed policy making, program management, evaluation, research and service planning as it can facilitate more efficient service delivery for residents and business in NSW.
4. To resolve, investigate or otherwise deal with the complaint, take enforcement action (if appropriate), and monitor the marketplace for investigative and law enforcement purposes.
5. To provide to the trader or another Government agency (if appropriate) for the purpose of resolving the complaint.

The consequence of not providing it is that your complaint may not be able to be progressed. We may also use it to administer/update our internal database.

We will store and manage your personal information in accordance with provisions under the PPIP Act.

If required, we may make enquiries and exchange information with other NSW government agencies (including the NSW Police Force), or other States, Territories and/or the Commonwealth for the purpose of assessing your complaint and for compliance purposes. We may disclose your personal information for these purposes.

We will not disclose your personal information to anybody else unless you have given consent, or we are authorised or permitted to do so by law. Our [Privacy Statement](#) describes when this may occur. You can find this information and our [Privacy Management Plan](#) on the Department of Customer Service website.

Please see the [Fair Trading Privacy Code of Practice](#) for more information about how we handle your personal information, how you can request access to or correct the personal information we hold about you (if the information is inaccurate, incomplete, not relevant or out of date) and who to contact if you have a privacy enquiry or complaint, or email brdprivacy@customerservice.nsw.gov.au.

For more information about how Service NSW handles personal information please visit www.service.nsw.gov.au/privacy.