



GENERAL COMPLAINT FORM

Please contact the Retailer or Supplier about your complaint before you complete this form.

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

Your Details		
Title:	Name	
Address		
.....		
.....		
Suburb/Town	State	Postcode
Phone – Daytime:		Mobile:
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:		

Retailer or Supplier Details		
Name	ABN	
Address		
.....		
Suburb/Town	State	Postcode
Phone		

Description of Goods/Services		
.....		
.....		
.....		
.....		
.....		
Date of Supply of Goods/Services	/ /20	Cost of Goods/Services \$
Method of Payment		Payment Amount \$
Brand Name / Manufacturer (if applicable) –		

Declaration

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.

Signature:

Date: / /

This form must be mailed together with -

- **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.

to your nearest Fair Trading Centre. (see list below)

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

NSW Fair Trading is always looking for ways to improve our customer experience. You may receive a survey after your matter is finalised inviting you to provide feedback on our services.

Fair Trading Dispute Resolution Centres

www.fairtrading.nsw.gov.au

Albury PO Box 1210 ALBURY NSW 2640	Goulburn PO Box 971 GOULBURN NSW 2580	Queanbeyan PO Box 1464 QUEANBEYAN NSW 2620
Armidale PO Box 641 ARMIDALE NSW 2350	Grafton PO Box 362 GRAFTON NSW 2460	Tamworth PO Box 1062 TAMWORTH NSW 2340
Bathurst PO Box 22 BATHURST NSW 2795	Lismore PO BOX 83 LISMORE NSW 2480	Tweed Heads PO Box 822 TWEED HEADS NSW 2485
Broken Hill PO Box 786 BROKEN HILL NSW 2880	Newcastle PO Box 835 NEWCASTLE NSW 2300	Wagga Wagga PO Box 623 WAGGA WAGGA NSW 2650
Coffs Harbour PO Box 4089 COFFS HARBOUR JETTY NSW 2450	Orange PO Box 2285 ORANGE NSW 2800	Wollongong PO Box 5275 WOLLONGONG NSW 2520
Dubbo PO Box 584 DUBBO NSW 2830	Parramatta PO Box 972 PARRAMATTA NSW 2124	
Gosford Locked Bag 2906 CENTRAL COAST MC, NSW 2252	Port Macquarie PO Box 1747 PORT MACQUARIE 2444	

Need more help?

If you require help in another language please contact the Telephone Interpreter Service on 13 14 50. Our TTY phone for the hearing impaired is (02) 9338 4943.