

## VEHICLE COMPLAINT FORM

*For complaints about sales of Motor Vehicles, Motorcycles, and RVs/Caravans/  
Trailers, and repairs to Motor Vehicles, Motorcycles, and RVs/Caravans/Trailers.*

August 2023

Please contact the Dealer or Repairer about your complaint before you complete this form.  
Please include proof of purchase and tax invoices to assist with assessment of your complaint.

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

## Lodging party details

Title

☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Dr ☐ Other

Given name(s)

Family/Surname

Address

Suburb

State

Postcode

Daytime phone

Mobile

Preferred phone contact time

☐ 8:30am–10:30am ☐ 10:30am–12:30pm ☐ 12:30pm–3:30pm ☐ 3:30pm–5:00pm ☐ Anytime

Email

## Vehicle complaint form – Privacy Collection Notice

How we handle your personal information when you make a complaint about the purchase of a motor vehicle, motorcycle, caravan or trailer, or about parts or repairs for a vehicle.

## On this page

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## 1. Who we are

Your information is being collected by the Department of Customer Service (the Department) on behalf of the Commissioner for NSW Fair Trading. NSW Fair Trading gives priority to protecting the privacy of your personal information, in accordance with the **Privacy and Personal Information Protection Act 1998** (PPIP Act).

If you have any questions about this document, or how we handle your personal information, you can contact our Privacy Team using the contact details at the end of this Notice.

## 2. Why we collect your personal information

NSW Fair Trading is collecting your personal information for the purposes of facilitating the receipt and general handling of your complaint.

## 3. The kinds of information we collect

We may collect the following information:

- Your full name and contact details (address, email, and phone number).
- Details about your complaint, including vehicle details.
- Supporting documentation which may include copies of contracts or agreements signed, correspondence between you and other parties, invoices, any relevant mechanical reports/service records, photos or reports.

## 4. Failure to provide information

Your information is provided voluntarily however if you choose not to provide your information, we may be unable to deal with your complaint.

## 5. How we may use this information

We may use the information we collect in the following ways:

- To investigate the matters which are the subject of your complaint and for related investigative or law enforcement purposes.
- To take action to secure compliance, or to remedy non-compliance, with legislation administered by NSW Fair Trading in relation to the matters which are the subject of your complaint or related matters. This may include taking disciplinary action or instituting civil, criminal or disciplinary proceedings.
- Internal administrative purposes, including liaising with you in relation to your complaint and sending you a survey inviting you to provide feedback on our services.
- 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.
- Other directly related purposes.

## 6. Who we may share your information with

Your personal information may be disclosed to the individuals, businesses or entities who are the subject of your complaint, unless you ask to remain anonymous.

If required, we may make enquiries and exchange information with other NSW Government agencies, or other States, Territories and/or the Commonwealth. We may disclose your information to such bodies for these purposes.

We will not disclose your information to anybody else unless we are authorised or permitted to do so by law or where you have given consent. Our [Privacy Statement](#) describes when this may occur.

### 6.1 Service NSW

Service NSW acts as a shopfront for us and performs transactions for you, on our behalf. Service NSW collects the complaint form and provides it to NSW Fair Trading.

Information you provide via your complaint form will be stored by NSW Fair Trading only.

For more information about how Service NSW handles personal information, please visit the [Service NSW Privacy Statement](#).

## 7. Protecting your information

We will store and manage your information in accordance with the provisions of the PPIP Act. We have measures in place to help protect your personal information from loss, unauthorised access, use, modification, disclosure, or other misuse.

We will only keep information for as long as we need it to fulfil the purposes we collected it for. After which, the information will be disposed of securely in accordance with the **State Records Act 1998** and any other applicable legislation.

See our [Privacy Management Plan](#) for more information about how we handle your personal information.

## 8. Your rights

Subject to certain conditions, you have the following rights in relation to your personal information:

- The right to request **access** to your personal information
- The right to request **correction** of your personal information

If you wish to access or correct your personal information, please contact us using the details below.

## 9. Contact us

If you would like to make a privacy enquiry or complaint, you can contact us on (02) 9219 3999 or at [BRDPrivacy@customerservice.nsw.gov.au](mailto:BRDPrivacy@customerservice.nsw.gov.au).

## Trader details

This section is to provide details of who your complaint is against.

Business name

Contact given name(s)

Contact Family/Surname

Contact position

ABN/ACN

Address

Suburb

State

Postcode

Phone

Mobile

Licence number (MD/MVRL)

Email

Website

## Vehicle details

Registered vehicle owner

Make

Model

Year

Odometer reading

Registration number

VIN/Chassis number

Date of purchase

Cost of Goods/Services

☐ Private use ☐ Business use

Type of Vehicle

☐ Passenger vehicle ☐ Commercial ☐ Motorcycle ☐ RV/Caravan ☐ Trailer

☐ Other

## Complaint details

Who is your complaint with?

☐ Dealer ☐ Repairer ☐ Extended warranty ☐ Manufacturer ☐ Other

What is your complaint about?

☐ New vehicle purchase ☐ Used vehicle purchase ☐ Consignment sale ☐ Repair ☐ Parts

☐ Other

Is your complaint in relation to a technical matter or contractual issue?

For technical matters does the complaint relate to:

☐ Warranty issue ☐ Extended warranty ☐ Quality of vehicle ☐ Quality of repairs

☐ Other

or

For contractual matters does the complaint relate to:

☐ Deposit ☐ Refund ☐ Finance agreement ☐ Consignment sale

☐ Other

Documents to attach to complaint

☐ Contract/Tax invoice ☐ Proof of purchase/payment ☐ Dealer Notice/Form 5  
☐ Repair invoice ☐ RMS inspection report ☐ Mechanical/Inspection reports

**Have you lodged a claim with NCAT (the NSW Civil and Administrative Tribunal)?**

☐ No    ☐ Yes    If Yes, what is your Reference number?

**Have you lodged a previous complaint with Fair Trading regarding this matter?**

☐ No    ☐ Yes    If Yes, what is your Reference number?

**What is your complaint about?**

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

*Complaint details (continued)*

**Have you discussed your complaint with the trader?**

☐ Yes ☐ No

If Yes, what was their response?

If No, what are the reason(s) why not?

What outcome are you seeking?

## 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 a matter, investigate, take enforcement action (if appropriate), and monitor the marketplace for investigative and law enforcement purposes, or
- Provide this information-including your personal contact details-to the trader or another Government agency (if appropriate).
- Declare that I have read and understood the [Privacy Collection Notice](#) and I consent to the collection, use and disclosure of my personal information in accordance with that Notice.
- Declare that if making the complaint on behalf of another person, I confirm that I have their authority and/or consent to do so.

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.

Signature

Date

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## Please attach documents relevant to your dispute

**This form must be lodged together with**

- **copy** of contracts or agreements signed
- **copies** of any correspondence between you and the other party
- **copies** of any invoices received, if applicable
- **copies** of any relevant mechanical reports and/or service records
- **copies** of any available evidence, e.g. photos, reports, etc.

**at your nearest Service NSW Centre. Should you require help scanning or copying documents please take this form with your documentation to your local Service NSW.**

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

Alternatively, you can post your complaint to:

Fair Trading,  
PO Box 972,  
PARRAMATTA NSW 2124

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## Need more help?

If you require more information, please contact 13 32 20 or visit the website [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au).

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.