



VEHICLE COMPLAINT FORM

For complaints about: **Motor Vehicles, Motor Cycles, Boats, Caravans/Trailers. Sales, Parts or Repairs**

Please contact the Dealer or Repairer 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.

Lodging Party Details			
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other _____		
* Name:	First Name*	Last Name*	
Address:	Address Line 1		
	Address Line 2		
	Address Line 3		
	Town / Suburb	State	Postcode*
* Phone:	Daytime Phone*	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:			

* = Answer required

Vehicle Details		
Name	Registered Vehicle Owner	
Vehicle details	Make	
	Model	Year
	Odometer reading	
	Date of purchase	Cost of Goods/Services
	Registration number	VIN / Chassis No.
	<input type="checkbox"/> Private Use <input type="checkbox"/> Business Use	
Type of Vehicle	<input type="checkbox"/> Passenger vehicle <input type="checkbox"/> Commercial <input type="checkbox"/> Motor cycle <input type="checkbox"/> Boat <input type="checkbox"/> Caravan <input type="checkbox"/> Trailer <input type="checkbox"/> Other	

Trader details

* Business Name :			
Contact Name:	First Name	Last Name	
ABN/ACN:			
Address:	Address Line 1		
	Address Line 2		
	Town / Suburb		
	Daytime Phone	State	Postcode*
Phone:		Mobile	
Licence No:			
Email:			
Website:			

Complaint details

* Who is your complaint with?	<input type="checkbox"/> Dealer <input type="checkbox"/> Repairer <input type="checkbox"/> Warranty Company
* What is your complaint about	<input type="checkbox"/> New vehicle purchase <input type="checkbox"/> Used vehicle purchase <input type="checkbox"/> Consignment sale <input type="checkbox"/> Repair <input type="checkbox"/> Parts
<small>Is your complaint in relation to a technical matter or contractual issue?</small> For technical matters does the complaint relate to Or For contractual matters does the complaint relate to	<input type="checkbox"/> Warranty issue <input type="checkbox"/> Extended warranty <input type="checkbox"/> Quality of Vehicle <input type="checkbox"/> Quality of Repairs <input type="checkbox"/> Deposit <input type="checkbox"/> Refund <input type="checkbox"/> Finance Agreement <input type="checkbox"/> Consignment Sale
Documents to attach to complaint	<input type="checkbox"/> Contract/invoice <input type="checkbox"/> Proof of purchase <input type="checkbox"/> Dealer Notice <input type="checkbox"/> Proof of payment <input type="checkbox"/> Repair invoice
* Have you lodged a claim with the NSW Civil and Administrative Tribunal (NCAT)?	<input type="checkbox"/> No <input type="checkbox"/> Yes If Yes, what is your Reference number? _____
* Have you lodged a previous complaint with Fair Trading regarding this matter?	<input type="checkbox"/> No <input type="checkbox"/> Yes If Yes, what is the Reference number? _____

Acknowledgement and Declarations

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: / /
Please attach documents relevant to your dispute	
<p>This form must be lodged together with -</p> <ul style="list-style-type: none"> ■ 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, eg, photos, reports, etc. <p>to your nearest Fair Trading Centre. (see list below)</p> <p>Please DO NOT send ORIGINAL documents, if they are required Fair Trading will request them.</p>	

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.

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 more information, please contact 13 32 20 or visit the website 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.