

Resolving Complaints Timeline



Self help

 *One to two weeks*

- Clearly identify the problem.
- Check your rights on our website.
- Call the trader and try to solve it together.
- If that doesn't work, write to the trader.
- If you need help, call us on 1300 30 40 54.



Complain to us – Consumer Protection

 *One day*

- If you can't solve it, lodge a complaint with us.
- Tell us about the problem and what you want done.
- Include useful information like emails, receipts and photos to help us assess it quickly.
- We will give you a complaint reference number - keep it handy for updates.



We assess your complaint

 *Two weeks*

- We will review the information you gave us.
- If we can help, we will email you about the next steps.
- If we are unable to help, we will explain why and provide general advice. We may suggest other options.
- Urgent issues are handled first, so there are waiting periods.



Early intervention

 *Two weeks*

- We will email you and the trader if we feel you can solve it together.
- We will ask the trader to contact you within seven business days to resolve the problem.
- If it is still not resolved, your complaint will move to conciliation.



Conciliation

 *Two to three months*

- There is usually a wait for conciliation. Urgent problems go first.
- When conciliation starts, we contact you and the trader to help find a fair solution.
- Conciliation is voluntary, both you and the trader must agree to take part.
- How long it takes depends on how well you and the trader work with us and each other.
- We will keep you updated along the way.



Results

Success

- Many complaints are resolved in early intervention or conciliation.
- Consumers often get a repair, replacement or refund.
- We also help with fair deals between tenants and landlords, real estate agents, retirement villages and residential parks.



Complaints not resolved after conciliation may have to go to court.