



Consumer Protection Complaint Form

Use this form for property related disputes and complaints regarding goods or services purchased in or from Western Australia

Contact the business

Before making your complaint, it can be helpful to contact the trader to try and resolve the problem. The Consumer Protection website www.consumerprotection.wa.gov.au contains a consumer complaint checklist and sample letters to assist you. You do not have to make contact with the trader if you feel threatened.

Lodging a complaint

Post this completed form, along with copies of your supporting information, to Consumer Protection in Perth or regional WA via the address provided at the bottom of the form.

My complaint relates to:

Goods or services hired or purchased

☐

Renting a home

☐

A new or used car, recreational vehicle, boat or farm machinery

☐

Buying or selling real estate

☐

Other _____

About You

Title (please specify) _____

First name _____

Last name _____

Street Address _____

Suburb / Place / Locality _____ Postcode _____

State _____ Country _____

Telephone number. _____

Email address _____

Are you of Aboriginal or Torres Strait Islander descent?

Yes ☐

No ☐

Who are you complaining about?

Name of business (or the individual) _____

ABN/ACN (if applicable) _____

Street address (if known) _____

State _____ Country _____

Contact name _____

Telephone number _____

Email address _____

Website address _____ (if you made your purchase online)

About your complaint

1. Have you tried to contact the individual/trader/agent/landlord to discuss the problem?
(If “No”, why didn’t you contact them? If “Yes”, what did they offer to do?)

2. Have you referred your complaint to any other organisation or made an application to court?
(If “Yes”, who did you refer it to and what was the outcome of that complaint?)

3. Were the goods or services involved intended for personal use? Yes ☐ or No ☐

Consumer Protection generally handles complaints about goods or services intended for personal use. There are times when you can still make a complaint if the goods or services were used for business purposes including if:

- you believe there was a breach of legislation we administer such as the Australian Consumer Law;
- there is a statutory warranty dispute under the *Motor Vehicle Dealers Act 1973*;
- they were used by a not-for-profit organisation; or
- they were used by a farmer (primary producer).

In these instances we will let you know what we can do about the issue. There are some disputes where the Small Business Development Corporation may be able to help.

What type of goods or services are you complaining about?

Provide a brief description of the goods or services involved in your complaint.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]

General information to support your complaint

Date of purchase _____

Make _____ Model _____

Goods received: Yes ☐ or No ☐ or date of delivery or expected delivery _____

How much did the goods or service cost? How much of the purchase price has been paid? _____

How did you pay for the goods?

EFT/Bank Transfer ☐ Credit card ☐ Cash ☐ Cheque ☐ Invoice no. ☐ Order no. ☐

Please attach your contract or any other relevant documents you may have.

Real estate (property industries), residential tenancy, retirement or residential park matters

Address of the property this complaint is about:

Street Address _____

Postcode _____

Please include a copy of your contract, lease agreement, valuation or any other relevant documents you may have.

New or used cars, recreational vehicles, boats or farm machinery.

Please supply the following information if your complaint is about a car, recreational vehicle, boat or a piece of farm machinery:

Registration number _____

Year of manufacture _____

Odometer reading (at time of sale/repair) _____

Current odometer reading _____

Delivery date _____

Additional requirements

Do you have any special requirements Consumer Protection should be aware of when we contact you?

- Hearing impaired Yes ☐ or No ☐
 - Need an interpreter Yes ☐ or No ☐
 - Vision impaired Yes ☐ or No ☐
 - Other _____
-
-

Declaration

I declare that the information I have provided is true and correct to the best of my knowledge. I consent to my name and the information I have provided may, if necessary, be revealed in correspondence, conciliation or investigations concerning my complaint.

I consent to the department referring my complaint to another authority if that authority is better able to deal with my complaint.

Yes ☐ or No ☐

I understand that an investigation is subject to the approval of the Commissioner for Consumer Protection.

Yes ☐ or No ☐

I understand the information I have provided will be managed in accordance with the departments Privacy Policy

Yes ☐ or No ☐

I understand and accept the declaration

Yes ☐ or No ☐

Privacy statement

The Department of Local Government, Industry Regulation and Safety follows the best practice guidelines of the Privacy Commissioner. Please refer to our Privacy Statement at www.lgirs.wa.gov.au/privacy for information about general website privacy.

The information you have provided will not be disclosed to other parties unless:

- we are required to do so by law;
- you have provided your consent; or
- it becomes necessary, when investigating your complaint, to provide your information to the individual/trader you have named in your complaint.

You can (subject to permitted exceptions) access your personal information by contacting the Department of Local Government, Industry Regulation and Safety on 1300 30 40 54.

Regional offices

Goldfields/Esperance

Corner of Hunter and Broadwood Streets,
West Kalgoorlie WA 6430
PO Box 10154 Kalgoorlie 6433
Administration: 9021 9494
Facsimile: 9021 8648

Kimberley

Woody's Arcade
7/15 Dampier Terrace
PO Box 1449
Broome WA 6725
Administration: 9191 8400
Facsimile: 9191 8410

Great Southern

Unit 2/129 Aberdeen Street
PO Box 832
Albany WA 6331
Administration: 9842 8366
Facsimile: 9842 8377

South-West

8th Floor, 61 Victoria Street
PO Box 1747
Bunbury WA 6231
Administration: 9722 2888
Facsimile: 9791 2263

Mid-West

Post Office Plaza
50-52 Durlacher Street
PO Box 1447
Geraldton WA 6531
Administration: 9920 9800
Facsimile: 9964 5678

North-West

Level 2, 20 Sharpe Avenue
PO Box 518
Karratha WA 6714
Administration: 9185 0900
Facsimile: 9185 1234

By mail:

Consumer Protection
Locked Bag 14
CLOISTERS SQUARE PERTH WA 6850

By hand:

Consumer Protection
Gordon Stephenson House
Level 2/140 William Street
Perth WA 6000

By email:

consumer@lgirs.wa.gov.au