



Western Australian Consumer Protection Complaint Form

Use this form to make a complaint about goods or services purchased in or from Western Australia or the Indian Ocean Territories.

Contact the business

Before making your complaint, contact the goods or services seller to see if the problem can be resolved. We have sample letters on our website that may help and our consumer complaint checklist has more information on how to resolve your dispute yourself.

You do not have to make contact with the individual or business if you feel threatened, cannot find them or cannot make contact for another reason.

Lodging a complaint

You can submit your complaint to Consumer Protection in person or by post by completing this form, and sending it along with copies of your supporting information to Consumer Protection in Perth or regional WA (addresses are on this form).

My complaint relates to:

Goods or services hired or purchased

Renting a home

New or used car, recreational vehicle, boat or farm machinery

Buying or selling real estate

Other _____

Your information (complainant)

Title (Mr/Mrs/Ms/Miss/Dr/Other (please specify) _____

First name _____

Last name _____

Flat / Unit number _____ Street or P.O. Box number _____

Street name _____

Suburb / Place / Locality _____ Postcode _____

State _____ Country _____

Telephone number. _____

Email address _____

Are you of Aboriginal or Torres Strait Islander descent? Yes No

The business/trader (respondent) who supplied the goods or service

Name of business (or the individual) _____

ABN/ACN (if applicable) _____

Flat / Unit number _____ Street or P.O. Box number _____

Street name _____

Suburb / Place / Locality _____ Postcode _____

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 to discuss the problem? Yes or No
(If "No", why didn't you contact the individual/trader to discuss the problem?
If "Yes", what did they offer to do?)

2. Have you referred your complaint to any other organisation or made an application to court? Yes or No
(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.

Tell us about your complaint in your own words (attach additional pages if needed).

What outcome are you hoping to achieve?

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 if the property is different from complainant's address:

Flat / Unit number _____ Street or P.O. Box number _____

Street name _____

Suburb / Place / Locality _____ Postcode _____

State _____ Country _____

Please attach 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 agree that my name and the information I have provided may, if necessary, be revealed in correspondence or investigations concerning my complaint.

I understand that the department may, in some cases, refer my complaint to another authority that is better able to deal with my complaint. In these instances I accept that my complaint can be referred to that authority.

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

I accept the declaration Yes or No

I understand the information I have provided will be managed in accordance with our Privacy Statement. Yes or No

I agree to being contacted again for the purpose of evaluating the Department's service delivery. Yes or No

Privacy statement

The Department of Mines, Industry Regulation and Safety follows the best practice guidelines of the Privacy Commissioner. Please refer to our Privacy Statement 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 Mines, Industry Regulation and Safety on 1300 304 054.

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 100
EAST PERTH WA 6892

By hand:

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

By email:

consumer@dmirs.wa.gov.au