



# Fair Trading Commission

*Promoting Competitive Markets*

April 4, 2014

## **General guidelines for submitting a consumer complaint**

The following is a guide to individuals and entities when submitting complaints to the Commission for investigation. For the Staff to start an investigation of a complaint, the following is required and must be included in a written complaint where applicable.

- 1. Informant's personal information (company or person making the complaint).**
  - a. Full name or company name.
  - b. Address
  - c. Email address.
  - d. Contact numbers.
- 2. Respondent's information (company or person complained against).**
  - a. Company's name
  - b. Address
  - c. Contact numbers
- 3. Evidence to support complaint.**
  - a. Receipts
  - b. Invoices
  - c. Contracts
  - d. Warranty documents
  - e. Photographs
  - f. Audio and video recordings.
- 4. Other supporting evidence.**
  - a. Specific description of the product or service in question.
  - b. Relevant dates of activities within the transaction.
  - c. Correspondences between parties (eg. Letters and emails).
  - d. Extracts from websites, copies of advertisements, representations or brochures.

In order for a complaint to be valid, the relevant information must be included. In the event that sufficient information is not submitted and the individual or company making the complaint cannot be contacted, the matter will be closed without further action.