

From: Consumer Protection  
Subject: Lodging formal complaints with Consumer Protection  
Date: 11 November 2017 8:59 am To:

Consumer Protection invites any customers experiencing issues, such as the non-delivery of product (either on the day requested or at all) and failure to provide a refund, to lodge a complaint in relation to this conduct. Consumer Protection's complaint form can be found on our website at:

<https://www.commerce.wa.gov.au/consumer-protection/how-lodge-formal-complaint>

When lodging the complaint please ensure you have completed all relevant parts of the complaint form and that you have included sufficient evidence (such as contracts/communications between yourself and the trader/receipts/quotes and other relevant information).

In addition to our conciliation role, which aims to help resolve disputes between consumers and traders, Consumer Protection is responsible for prosecution of traders who breach the Australian Consumer Law (ACL) or other relevant legislation administered by the Commissioner for Consumer Protection. If a significant breach of the law has occurred and/or we have multiple complaints against the same trader, your complaint will be referred to our enforcement team. If that investigation results in a prosecution you may be asked at some time in the future to be a witness.

Kind regards,

**Lanie Chopping** | Director  
Retail and Services, Consumer Protection

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**Contact Centre 1300 30 40 54**  
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