

## National consumer protection agencies

### Australian Competition and Consumer Commission (ACCC)

The ACCC has national responsibilities for competition, fair trading and consumer protection. The ACCC can provide information about your consumer rights and can investigate complaints about breaches of these rights.

1300 302 502 [acc.gov.au](http://acc.gov.au)

### Australian Securities and Investments Commission (ASIC)

ASIC deals with complaints relating to a financial product or service, such as banking, investment, credit or insurance.

1300 300 630 [asic.gov.au](http://asic.gov.au)

## Complaints about government agencies – including consumer protection agencies

### Commonwealth Ombudsman

If you believe that a federal government agency has treated you unfairly or unreasonably, contact the Commonwealth Ombudsman.

1300 362 072 [ombudsman.gov.au](http://ombudsman.gov.au)

### Ombudsman Victoria

If your complaint is about a Victorian government agency, contact Ombudsman Victoria.

1800 806 314 [ombudsman.vic.gov.au](http://ombudsman.vic.gov.au)

## Contact Consumer Affairs Victoria



[consumer.vic.gov.au](http://consumer.vic.gov.au)



1300 55 81 81



Victorian Consumer & Business Centre  
113 Exhibition Street  
Melbourne 3000



[consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)

Services from Consumer Affairs Victoria are also available at Justice Service Centres in Ballarat, Bendigo, Berwick, Box Hill, Broadmeadows, Geelong, Mildura, Morwell, Wangaratta and Warrnambool. Our mobile service regularly visits rural communities.

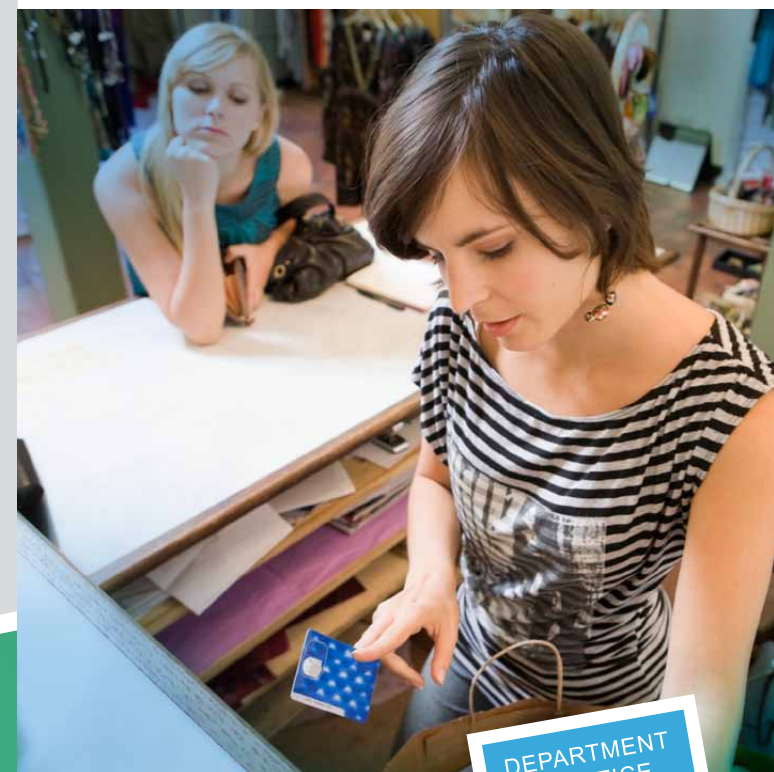
TIS Telephone Interpreting Service 131 450

TTY Textphone or modem users only, ring the NRS on 133 677, then quote 1300 55 81 81

Callers who use Speech to Speech Relay dial 1300 555 727, then quote 1300 55 81 81

## Dispute with a business?

A consumer guide to finding help



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## About this guide

This guide will help you find assistance when you are in dispute with a business.

Your rights when you buy, hire or lease goods, or pay for services, are set out by the Australian Consumer Law.

This fair trading law applies nationally and in all Australian states and territories from 1 January 2011. For more information about the law, visit [consumerlaw.gov.au](http://consumerlaw.gov.au).

## Consumer Affairs Victoria

We enforce the Australian Consumer Law in Victoria. We can:

- deal with complaints about a business
- provide information to help you before you buy
- refer you to other services for assistance, including another state, territory or national consumer agency.

We can also help you resolve disputes about:

- building and renovating
- buying and selling property
- debt
- motor vehicles
- owners corporation issues
- product safety
- renting
- retirement villages
- shopping
- scams.

Our contact details are on the back of this brochure.

These organisations can also help you resolve a dispute:

### Electricity, gas and water

#### Energy and Water Ombudsman Victoria

Deals with disputes about utility bills.  
1800 500 509 [ewov.com.au](http://ewov.com.au)

#### Energy Safe Victoria

Deals with disputes about the safety and technical compliance of energy supply, installations, appliances and pipelines.  
1800 800 158 [esv.vic.gov.au](http://esv.vic.gov.au)

### Financial services - banking, credit and insurance

Your lender is likely to be a member of either:

#### Financial Ombudsman Service

1300 780 808 [fos.org.au](http://fos.org.au)

#### Credit Ombudsman Service Limited

1800 138 422 [cosl.com.au](http://cosl.com.au)

If your lender is a member, you can get free and independent help to resolve your dispute.

### Food safety

Local councils handle food safety complaints about restaurants and other food providers in their area. Councils are listed online at [dpcd.vic.gov.au](http://dpcd.vic.gov.au)

### Health services

#### Office of the Health Services

#### Commissioner

1800 136 066 [health.vic.gov.au/hsc](http://health.vic.gov.au/hsc)

### Internet and telecommunications

#### Telecommunications Industry

#### Ombudsman

1800 062 058 [tio.com.au](http://tio.com.au)

### Legal services

#### Legal Services Commissioner

Can help if you have a dispute with a legal practitioner.

1300 796 344 [lsc.vic.gov.au](http://lsc.vic.gov.au)

### Plumbing

#### Plumbing Industry Commission

1300 815 127 [pic.vic.gov.au](http://pic.vic.gov.au)

### Postal services

#### Commonwealth Ombudsman

1300 362 072 [pio.gov.au](http://pio.gov.au)

### Privacy

#### Office of the Australian Information Commissioner

1300 363 992 [oaic.gov.au](http://oaic.gov.au)

#### Victorian Privacy Commissioner

1300 666 444 [privacy.vic.gov.au](http://privacy.vic.gov.au)

### Product safety

#### Australian Competition and

#### Consumer Commission

[productsafety.gov.au](http://productsafety.gov.au)

### Public transport

#### Public Transport Ombudsman

1800 466 865 [ptovic.com.au](http://ptovic.com.au)

### Scams

#### Australian Competition and

#### Consumer Commission

1300 795 995 [scamwatch.gov.au](http://scamwatch.gov.au)

### Telemarketing

#### The Do Not Call Register

1300 792 958 [donotcall.gov.au](http://donotcall.gov.au)

### Weights and measures

#### National Measurement Institute

1300 686 664 [measurement.gov.au](http://measurement.gov.au)