

Facts & Information

Dispute with a business – a consumer guide to finding help

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 rights and can investigate complaints about breaches of these rights.

1300 302 502 www.accc.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 www.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 www.ombudsman.gov.au

State Ombudsman

Ombudsman Tasmania

1800 001 170 www.ombudsman.tas.gov.au

Other services provided by Consumer Affairs and Fair Trading Tasmania:

- **Births, Deaths & Marriages** Tel: 03 6233 3793
- **Business Affairs** Tel: 03 6233 2225
- **Communications** Tel: 1300 65 44 99
- **Compliance & Advisory** Tel: 1300 65 44 99
- **Policy & Legislation** Tel: 1300 65 44 99
- **Rental Deposit Authority (RDA)**
Tel: 1300 65 44 99
- **Residential Tenancy Commissioner**
Tel: 1300 65 44 99
- **Security Agents** Tel: 03 6233 2199

CONTACT DETAILS

Department of Justice
Consumer Affairs and Fair Trading
15 Murray Street
HOBART TAS 7000
Telephone: 1300 654 499
Facsimile: 03 6233 4882
Email: consumeraffairs@justice.tas.gov.au
Website: www.consumer.tas.gov.au



australian
consumer law



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 www.consumerlaw.gov.au

Consumer Affairs and Fair Trading Tasmania

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

- assist with complaints about a business
- refer you to other services for assistance, including other state, territory or national consumer agency

We can also help you resolve disputes about:

- faulty goods and services
- lay-bys
- motor vehicles
- product safety
- refunds
- renting / rental bonds
- retirement villages
- warranties / consumer guarantees
- scams

Our contact details on the back of this brochure.

These organisations can also help you resolve a dispute:

Building disputes

Workplace Standards Tasmania

1300 366 322 www.wst.tas.gov.au

Electricity and gas

Energy Ombudsman Tasmania

1300 766 725 www.energyombudsman.tas.gov.au

Financial services – banking, credit and insurance

Financial Ombudsman Service (FOS)

1300 780 808 www.fos.org.au

Credit Ombudsman Service Ltd

1800 138 422 www.cosl.com.au

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

Insurance Ombudsman Service (IOS)

1300 780 808

Internet and telecommunication

Telecommunications Industry Ombudsman (TIO)

1800 062 058 www.tio.com.au

Legal services

Legal Aid Commission of Tasmania

1300 366 611 www.legalaid.tas.gov.au

Legal Ombudsman Tasmania (for complaints)

03 6233 3364 www.legalombudsman.tas.gov.au

Postal services

Postal Industry Ombudsman

1300 362 072 www.pio.gov.au

Privacy

Office of the Australian Information Commissioner

1300 363 992 www.oaic.gov.au

Product Safety

Australian Competition and Consumer Commission (ACCC)

www.productsafety.gov.au

Scams

Australian Competition and Consumer Commission (ACCC)

1300 795 995 www.scamwatch.gov.au

Telemarketing

The Do Not Call Register

1300 792 958 www.donotcall.gov.au

Weights and measures

National Measurement Institute (NMI)

1300 686 664 www.measurement.gov.au