



Unsafe product or unsafe service report

This form is effective from 1 July 2016

OFFICE USE ONLY

Date received

Instructions

Complete this form to lodge a report about a product safety issue. The Product Safety Unit, Office of Fair Trading, can investigate the safety of many consumer products except:

- **motor vehicles, trailers and transporting dangerous goods**
Queensland Transport—phone 13 23 80 or visit www.tmr.qld.gov.au
- **food, drinking water, poisons and chemicals**
Queensland Health—phone 3328 9310 or visit www.health.qld.gov.au
- **medicines**
Queensland Health—phone 3131 6556 or visit www.health.qld.gov.au
- **pesticides**
Australian Pesticides and Veterinary Medicines Authority—phone 02 6210 4701
- **electrical products**
Electrical Safety Office, Department of Justice and Attorney-General
—phone 1300 362 128 or visit www.justice.qld.gov.au
- **workplace health and safety, amusement rides, industrial and construction equipment**
Workplace Health and Safety Queensland, Department of Justice and Attorney-General
—phone 1300 362 128
- **explosives, fireworks, gas and petroleum products**
Queensland Mines and Energy, Department of Natural Resources and Mines
—phone 13 74 68 or visit dnrm.qld.gov.au
- **therapeutic goods**
Therapeutic Goods Administration—phone 1800 020 653 or visit www.tga.gov.au

If in doubt please complete this form.

Avenues for compensation for resultant injury and property damage: You may be entitled to seek financial compensation from product/service suppliers for medical treatment and rehabilitation costs, lost income during the period of recovery and incurred pain and suffering. You may also be entitled to seek compensation for damages caused to property. Promptly discuss possible compensation claims with a solicitor experienced in product liability law to determine whether they are worthwhile pursuing. The Office of Fair Trading cannot pursue these forms of compensation on your behalf.

Refunds for faulty products: You may be entitled to your choice of a refund, repair or replacement if goods or services supplied to you are faulty, different from the sample or description provided, do not do what they are supposed to, or are unsafe.

Important: If you have suffered a serious injury associated with the product or service you should report the matter to the supplier as soon as possible. The product or service supplier must report incidences of serious injury or death associated with their products to the Commonwealth Government once they become aware of them.

Person or business making report

Preferred title ☐ Mr ☐ Mrs ☐ Ms ☐ Miss Other (specify)

First name Last name

Address

Suburb State Postcode

Home phone () Fax ()

Work () Mobile

Email address

Trader/service provider details

Please complete as many details as possible.

Trader's name

Address

Suburb State Postcode

Phone () Fax ()

Website/email

Send only **copies** of documents. Keep original documents in a safe place. We will contact the trader about the report, so be as accurate as possible.

Product/service price \$

If insufficient space, attach details on a separate sheet. Please include any:

- photos you may have
- copies of correspondence between you and the trader/manufacturer
- samples (if possible).

Note: please attach copies of correspondence.

Declaration and signature	<p>If the Office of Fair Trading determines possible breaches of legislation have occurred and proceeds to court action are you prepared to assist that process (e.g. as a witness)? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Are you prepared to be contacted in future by the Office of Fair Trading or contractors for customer satisfaction or other research that can help us improve our services? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>I declare that the information supplied by me is, to the best of my knowledge, true and correct. I agree that the information provided (except for demographic data) may, if necessary, be revealed to the trader in correspondence or investigations concerning this report, or referred to another authority for their appropriate action should the matter fall outside the Office of Fair Trading's jurisdiction. It may also be shared on a confidential basis with other Australian and New Zealand fair trading agencies.</p> <p>Signature Date signed <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> <small>D D M M Y Y Y Y</small></p> <p>If the complainant is a business or company: I am authorised to sign this form on behalf of (insert name of business/company) Position</p>
Send to:	<p>Manager</p> <p>Product Safety Unit Office of Fair Trading GPO Box 3111 Brisbane QLD 4001</p> <p>Fax: 07 3008 5977</p> <p>For more information visit www.qld.gov.au/fairtrading or email the Product Safety Unit at safety@justice.qld.gov.au</p>
<p>Demographic data This information is used to help the Office of Fair Trading better understand who uses its services and identify groups targeted by unscrupulous businesses. It is not compulsory to complete it in full or part.</p> <p>Tick all that apply.</p>	<p>Gender: <input type="checkbox"/> male <input type="checkbox"/> female</p> <p>Age: <input type="checkbox"/> 17 or under <input type="checkbox"/> 18 – 24 <input type="checkbox"/> 25 – 34 <input type="checkbox"/> 35 – 44 <input type="checkbox"/> 45 – 54 <input type="checkbox"/> 55 – 64 <input type="checkbox"/> 65 +</p> <p>Employment status: <input type="checkbox"/> student <input type="checkbox"/> retired <input type="checkbox"/> self-employed (business owner) <input type="checkbox"/> care-giver / home maker <input type="checkbox"/> full time employed <input type="checkbox"/> part-time employed <input type="checkbox"/> unemployed</p> <p>Background: <input type="checkbox"/> have a disability <input type="checkbox"/> Indigenous / South Islander <input type="checkbox"/> from a non-English speaking background</p> <p>Gross annual income: <input type="checkbox"/> up to \$10,399 <input type="checkbox"/> \$10,400 – \$25,999 <input type="checkbox"/> \$26,000 – \$41,599 <input type="checkbox"/> \$41,600 – \$77,999 <input type="checkbox"/> \$78,000 +</p>