

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

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

Contact Consumer Affairs



www.consumeraffairs.nt.gov.au



Email : consumer@nt.gov.au



Phone : 1800 019 319



Darwin

1st Floor
The Met Building
13 Scaturchio Street
Casuarina NT 0810

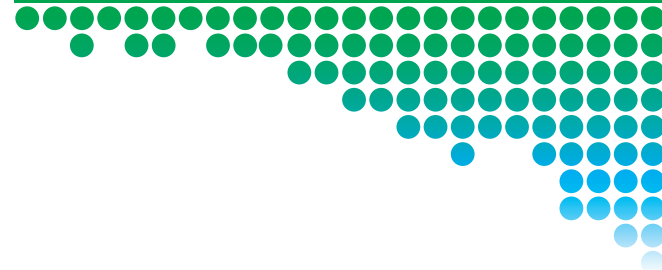
Alice Springs

Level 1
Belvedere House
Cnr Bath and Parsons Streets
Alice Springs NT 0870



Dispute with a business?

A consumer guide to finding help



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.

Consumer Affairs

Your first point of contact is usually Consumer Affairs. We enforce the Australian Consumer Law in the NT. 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:

- shopping
- renting
- scams
- building and renovating
- motor vehicles
- corporation issues
- retirement villages
- selling property

Our contact details are on the back of this brochure.

Some specific consumer issues are the responsibility of a particular agency. Consumer Affairs will be able to refer your enquiry to these agencies if it is clear that your enquiry is a matter for them.

These organisations can also help you resolve a dispute:

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

Credit Ombudsman Service Limited

1800 138 422 cosl.com.au

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

Food Labelling

Department of Health and Families

8922 7210 health.nt.gov.au

Health Services

Health & Community Services Complaints Commission

8999 1969 hcss.nt.gov.au

Internet and telecommunications

Telecommunications Industry Ombudsman

1800 062 058 tio.com.au

Postal services

Postal Industry Ombudsman

1300 362 072 pio.gov.au

Privacy

Office of the Australian Information Commissioner

1300 363 992 oaic.gov.au

Product safety

Australian Competition and Consumer Commission

1300 302 502 productsafety.gov.au

Property Agents Licensing

Licensing, Regulation & Alcohol Strategy
8999 1800 justice.nt.gov.au

Scams

Australian Competition and Consumer Commission

1300 795 995 scamwatch.gov.au

Telemarketing

The Do Not Call Register

1300 792 958 donotcall.gov.au

Tenancy

Tenants' Advice Service

8982 1111 dcls.org.au

Weights and measures

National Measurement Institute

1300 686 664 measurement.gov.au

