

CONSUMER COMPLAINT MANAGEMENT FRAMEWORK



Purpose

The Office of Fair Trading (OFT) is Queensland's marketplace regulator and we aim to achieve a fair and safe marketplace.

We administer various marketplace laws that set out the rights and responsibilities of consumers, businesses, and certain licensed occupations.

The Consumer Complaint Management (CCM) Framework outlines our approach to assessing and managing consumer complaints.

Definition of a complaint

A complaint is a request for OFT consideration about a marketplace transaction or OFT regulated sector.

Complaints are not inbound contacts asking a question or for information related to legislation or industries regulated by the OFT (an enquiry).

Scope

The CCM Framework applies to complaints received by the OFT about matters affecting, or likely to affect, the interests of consumers, or any OFT regulated industries.

It does not apply to complaints about OFT staff, policies, procedures, or decisions which are managed under the Department of Justice [Client Complaint Management Policy](#).

Guiding principles

The OFT's approach to the management of consumer complaints is based on the following principles:

Accountability

The OFT is accountable for its decision making and can be reviewed by external agencies, tribunals, and courts.

Timeliness

The OFT deals with all matters before it as efficiently and effectively as possible to avoid delays and uncertainty for consumers, businesses, and the marketplace.

Transparency

The OFT operates in an open and transparent manner. OFT's policies are published. Data about licensing, registration, consumer complaints, and OFT enforcement is published online. OFT publishes an annual Outcomes Report detailing its activities.

Proportionality

The OFT's actions, decisions, and responses are proportionate to the level of risk, harm, and available resources.

Consistency

The OFT does not make ad hoc decisions and commits to giving the marketplace certainty by assessing, investigating, and enforcing the law consistently across comparable situations.

Targeted

Resources are targeted based on marketplace risks, emerging trends, and operational priorities.

Outcomes

The CCM Framework aims to deliver:

- Response times appropriate for the nature of the complaint.
- responses which are proportionate to level of marketplace risk and harm.
- Consistency in the way complaints are assessed and progressed.

Human rights and privacy

In applying the CCM we comply with over-arching laws including the *Human Rights Act 2019* and the Australian Privacy Principles under the *Privacy Act 1988*.

