

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)



Australian Securities & Investments Commission

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

1300 300 630

asic.gov.au

Chat to the experts

NT Consumer Affairs is here to help with disputes you may have with a business, online, interstate or locally. Give us a call and talk to one of our friendly Fair Trading Officers. They will be able to advise of your rights and the next steps to take to resolve the situation.

Further information

If you would like to learn more about your consumer rights, check the NT Consumer Affairs website at:

www.consumeraffairs.nt.gov.au/for-consumers/consumer-rights

Contact us

Website: www.consumeraffairs.nt.gov.au

Email: consumer@nt.gov.au

Phone: 1800 019 319

ALICE SPRINGS - Ground floor, Green Well Building,

50 Bath Street, Alice Springs NT 0870

PO Box 1745, ALICE SPRINGS NT 0871

DARWIN - 1st Floor, The Met Building,

13 Scaturchio St, Casuarina NT 0810

PO Box 40946, CASUARINA NT 0811



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. For more information about the law, visit www.consumerlaw.gov.au.

Northern Territory Consumer Affairs

Your first point of contact is usually NT 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 vehicle purchasing and servicing
- corporation issues
- motor vehicle purchasing and servicing
- 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. NT 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

Australian Financial Complaints Authority (AFCA)

1800 931 678

www.afca.org.au

Food Labelling

Department of Health

(08) 8999 2400

www.health.nt.gov.au

Health Services

Health and Community Services Complaints Commissioner for the Northern Territory

1800 004 474

www.hcsccl.nt.gov.au

Internet and Telecommunications

Telecommunications Industry Ombudsman (TIO)

1800 062 058

www.tio.com.au

Postal Services

Postal Industry Ombudsman
(Commonwealth Ombudsman)

1300 362 072

www.ombudsman.gov.au/How-we-can-help/postal-industry-ombudsman

Privacy

Office of the Australian Information Commissioner

1300 363 992

www.oaic.gov.au

Product Safety

Australian Competition and Consumer Commission

1300 302 502 – www.productsafety.gov.au

Property Agents Licensing

www.nt.gov.au/industry/licenses/licensing-nt-online

Scams

Australian Competition and Consumer Commission

1300 795 995

www.scamwatch.gov.au

Telemarketing

The Do Not Call Register

1300 792 958

www.donotcall.gov.au

Tenancy

NT Tenants Advice Service
(Darwin Community Legal Service)

8982 1111 – www.dcls.org.au

Weights and Measures

National Measurement Institute

1300 686 664

www.industry.gov.au/policies-and-initiatives/national-measurement-institute