

Consumer Conciliation Request

Before you start

Northern Territory Consumer Affairs (NTCA) offers a free conciliation service to assist in resolving disputes between consumers and businesses. Conciliation is an informal, voluntary, and confidential process. NTCA's role is to provide information about rights and responsibilities under the Australian Consumer Law (ACL) and help the parties resolve a dispute, avoiding the need for legal action.

Before lodging a Consumer Conciliation Request (CCR) application, please read the following information and ensure you meet the criteria for conciliation.

When NTCA will conciliate

For NTCA to accept a matter for conciliation, the following criteria must apply:

- The dispute relates to goods and/or services with a value of \$75 or more.
- The applicant resides in the Northern Territory, except for matters relating to motor vehicles purchased in the Northern Territory.
- The business may not have met the consumer guarantees under the Australian Consumer Law (ACL). For more information on consumer guarantees, go to [Consumer Guarantees Brochure.pdf](#).
- You have written to the business clearly explaining the issue and the outcome you are seeking and requested a written response within 7 to 10 business days.
- If you paid for the goods and/or services by credit card, you have already requested a chargeback from your bank, but you were not successful.
- Both parties are willing to participate in the conciliation process.
- The required documents outlined in section 7 of this form have been provided.

When NTCA will not conciliate

NTCA will not accept a conciliation application when:

- The dispute only relates to payment for the goods and/or services. This is a contractual issue, and you should seek independent legal advice about what to do next.
- The dispute relates to a potential breach of the ACL that is not about consumer guarantees (e.g. false and misleading conduct, unfair contract terms, unsolicited sales). You can report a suspected breach of the ACL (along with any supporting evidence) to NTCA Compliance via email to consumer@nt.gov.au.
- Either party has commenced legal proceedings in relation to the dispute.
- The business is in liquidation.
- The dispute is better dealt with by another regulator, organisation or government agency.

Deciding whether to accept a CCR application

We will tell you within 10 business days if your application is accepted. The decision is based on all information available and the criteria outlined in this form. Exceptional circumstances may be considered.

NTCA will also consider our capacity to deal with matters in a reasonable timeframe, so that other avenues available to the parties remain unaffected, such as lodging an application with the Northern Territory Civil and Administrative Tribunal (NTCAT).

Complete sections 1-9**1. Your details:**Please tick: Mr Mrs Ms Miss Other

Family name:

Given name(s):

Postal address:

Home phone:

Mobile phone:

Email address:

Preferred contact:

Home Mobile Email Do you identify as Aboriginal and/or Torres Strait Islander? Yes No Prefer not to say

Is English your first language?

Yes No Prefer not to say **2. Business details:**

Business name:

ABN/ACN:

Business address:

Contact person:

Position:

Business phone:

Mobile phone:

Email address:

Website address:

3. Details of goods or services:

Description of goods or services:

Date purchase or contract made:

Date work completed or scheduled to be completed:

Cost of goods or service:

How much of the contract or purchase price has been paid?

4. Have you referred your dispute to another organisation?Yes No

If yes, please specify organisation name and contact person:

Outcome:

8. Consent to share information:

Do you consent to the information provided in this application (including supporting documentation) being shared:

With NTCA's compliance team for the purpose of an inquiry or investigation into the business for a potential breach of the ACL? Yes No

With other Northern Territory Government agencies for the purpose of an inquiry or investigation into the business for a potential breach of a law the agency administers? Yes No

9. Declaration:

I/we have approached the business in an attempt to resolve this matter.

I/we declare that the information supplied by me/us is, to the best of my/our knowledge, true and correct.

I/we have read the accompanying guideline and meet all the relevant criteria to lodge a Consumer Conciliation Request.

I/we understand acceptance of this application is subject to approval.

I/we understand the information I/we have provided, may be disclosed to the other party to the dispute.

I/we have not commenced legal proceedings in relation to this matter.

Signature: _____ Date: ____/____/____

Print name: _____

Collection notice

NTCA respects and is committed to safeguarding the confidentiality and privacy of the government information it collects and handles, in accordance with the *Information Act 2002*. Through this form, NTCA collects your personal information to conciliate your dispute with a business.

The information collected by NTCA will be accessible to NTCA and may be provided to the business which is a party to your application for the purpose of conducting the conciliation process. If you have consented to the sharing of your information to NTCA's compliance team or other NT Government Agency (refer section 8), your information may be used to conduct an inquiry or investigation into the business about a potential breach of a relevant law, including for enforcement activities.

NTCA will not disclose your personal information to any other third parties unless:

- authorised or required by law to do so, or
- you have given us your consent to share your personal information for a specific purpose.

You may request to access or correct your personal information. A request for such access or correction can be sent via email to foi@nt.gov.au. If you want more information about the NT's privacy laws, refer to the [Information Act 2002](#) or the [Office of the Information Commissioner NT website](#).

How to submit

Submit your completed form and supporting documentation:

By email: consumer@nt.gov.au

By post: PO Box 40946
Casuarina NT 0811

By hand delivery: 1st Floor, CASCOM 5 or Ground Floor, Green Well Building
13 Scaturchio Street 50 Bath Street
Casuarina NT 0810 Alice Springs NT 0870