



Department of Justice

Consumer Affairs Victoria

Complaints at CAV
GPO Box 123A
Melbourne VIC 3001
Phone CAV: 1300 558 181
Email: consumer@justice.vic.gov.au
DX210220

4 April 2007

Mr John Dwyer
C/- Quadroplegic Centre
10 Selby Street
SHENTON PARK WA 6008

Dear Mr Dwyer

CONSUMER COMPLAINT (CASE NUMBER: C2007/04/001144)

Thank you for your correspondence received on 3 Apr, 2007 with regard to your complaint concerning PITSTOP VEHICLE INSPECTIONS PTY. LTD. t/as VIP Automotive Solutions.

Your complaint has been initially assessed as being appropriate for dispute resolution. An Officer will contact you in this regard as soon as possible. This may take up to two weeks, or longer in some circumstances depending on peaks in workload. If you require the assistance of an interpreter or have any special needs, please let the officer know when you are contacted.

Consumer Affairs Victoria assesses complaints in accordance with its Conciliation and Compliance & Enforcement policies. Copies of these policies are available on our website at www.consumer.vic.gov.au.

Consumer Affairs Victoria provides an accessible, cost-effective, practical and fair dispute resolution service for consumers. Consumer Affairs Victoria staff members have extensive experience in negotiating dispute outcomes which might avoid the need for recourse to Courts or Tribunals. However, Consumer Affairs Victoria does not have a determinative role, nor can it compel parties to participate in any conciliation process or to accept any settlement proposals that may be under consideration. If Consumer Affairs Victoria is unable to reach a mutually agreed settlement, we can provide you with information and advice about alternative avenues which you may wish to pursue to resolve your dispute.

Should you have any queries please contact us on 1300 558 181 and quote the reference number above.

Yours sincerely

Ai-Lin Lee
Compliance & Assessment Officer

Consumer Affairs Victoria: Supporting consumers through information, dispute resolution and advocacy. Making markets work through trader education and regulation.

For additional information go to www.consumer.vic.gov.au

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