

**Question on Notice  
No. 1230  
Asked on 15 September 2009**

MR STEVENS ASKED THE MINISTER FOR TOURISM AND FAIR TRADING (MR LAWLOR)—

QUESTION:

How many complaints has the Office of Fair Trading received about unfair trading practices by businesses in Queensland, and of those, how many businesses have been forced to close by the Office of Fair Trading?

ANSWER:

The Office of Fair Trading is responsible for administering and enforcing a diverse range of Acts to regulate businesses to protect consumer rights and promote a fair marketplace.

In 2008-09 the Office of Fair Trading finalised 13,735 complaints, of which, approximately 9,000 were conciliated and over \$5.76M in redress was obtained for Queensland consumers.

The *Fair Trading Act 1989* is the primary law regulating those in trade and commerce in Queensland and includes a variety of consumer protection responsibilities. While many Acts administered by the Office of Fair Trading prohibit practices which may be considered as “unfair”, the classification of complaints is generally by product code, conduct code and industry code. Conduct code does not contain the stand alone term of “unfair trading practices”.

The Office of Fair Trading has no power to force a business to close as Fair Trading is a regulatory agency which conducts proactive compliance programs, investigates and conciliates consumer complaints, and initiates enforcement action where appropriate. The Office of Fair Trading however may seek to have a trader banned from operating in Queensland, examples may include permanent disqualification of motor dealers and real estate agents licences as well as court based injunctions restraining traders from engaging in particular conduct.