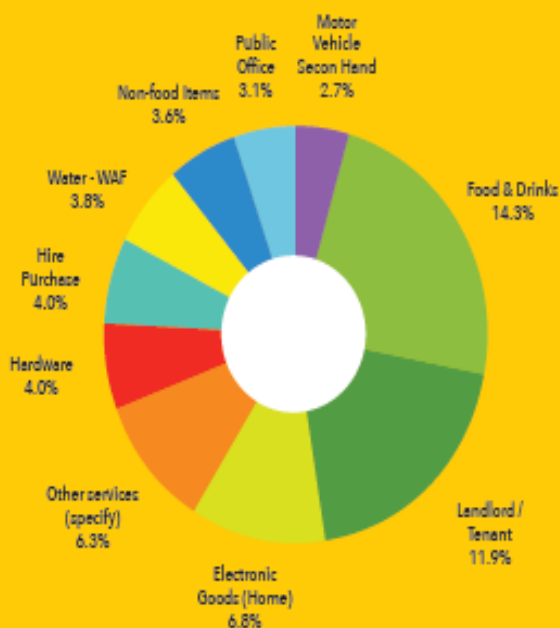


Mr. Morque bought a boat but a few weeks after purchase it started giving problems. The respondent took the boat for repairs and after 3 months it was still not repaired. The matter was brought to the Council's attention which resulted in the boat being repaired within a week and the complainant was offered an extended warranty of 3 months.

A complainant purchased items from R C Manubhai Labasa branch, which failed to deliver items on time. Complainant's family suffered hardship due to delay by the company. A complaint was lodged with us and through Council's intervention, R C Manubhai delivered the items within a week to the complainant's address and apologised for the inconvenience caused.

The Council referred cases to Fiji Commerce Commission where they fined 7 traders for selling items at a higher than the regulated price.

Top 10 Recurring Complaints



Prank Calls

Prank calls from young children and adults with childish minds result in unnecessary cost to the Council. The Council requests that the public avoid making unnecessary calls to the toll free number 155. To prevent prank calls, the Council has started blocking the phone number that makes prank calls by first warning the parents or person concerned. This step is taken to save money and time and to allow genuine callers to reach the Council who may desperately want to lodge a complaint.

You can also visit our office

Suva Office (HQ)

Ming Building, 4 Carnavon Street, Private Mail Bag, Suva
 T: (679) 330 0792, (679) 331 0183, (679) 330 5864
 F: (679) 330 0115
 M: (679) 971 6255 | 715 5699
 E: complaints@consumersfiji.org
 W: www.consumersfiji.org
 Facebook: Consumersfiji

Lautoka Office

Suite 4, Popular Building, Vidilo Street
 P.O.Box 5396, Lautoka
 T: (679) 666 4987
 F: (679) 665 2846
 M: (679) 926 2807
 E: consumerltk@connect.com.fj

Labasa Office

Level 1, Lot 41 Raza Properties Limited, Nasekula Rd, P.O.Box 64, Labasa
 T: (679) 881 2559
 F: (679) 881 2559
 M: (679) 973 6799
 E: colbs@connect.com.fj

DISAPPOINTED?
DON'T KNOW
WHAT TO DO,
WHERE TO GO?
WHO TO CALL?



National Consumer
HelpLine
Dial 155 Now!
 ASSERT YOUR RIGHTS



National Consumer
HelpLine
Dial 155 Now!
 ASSERT YOUR RIGHTS



The National Consumer Helpline is a new initiative launched on 14 July 2016 to promote a fair, healthier and safer trading environment for consumers. This initiative aims to support consumers who find it difficult to physically reach consumer protection organisation to lodge complaints.

Aim of NCH

To provide telephonic advice, information and guidance to consumers and to resolve, as best as possible, their concerns and grievances experienced in the marketplace.

How to lodge complaint with NCH?

- Consumers need to collect supporting evidences and the contact details of the trader or service provider before calling the toll-free number 155 using either mobile or landline phones.
- All calls made to the toll-free number 155 will be received by Consumer Helpline Operators (CHO) from 8am to 4:30pm from Monday to Thursday and from 8am to 4pm on Friday.
- Calls made after hours and during the weekend will be automatically recorded on voicemail and will be attended on the next working day.
- Consumers need to provide all relevant details while lodging complaints on voicemail.
- In case where a consumer is unable to provide any supporting evidence or facts within 3 weeks after lodging the complaint, then the case will be closed.

MAKE YOUR VOICE HEARD, MAKE IT COUNT
CALL 155
IT'S YOUR RIGHT SO BE RESPONSIBLE

Information needed to lodge your complaint

- 1 Complainant's Full Name
- 2 Complainant's valid contact /email Address
- 3 Complainant's Address
- 4 Trader or Service Provider's Full Name
- 5 Trader or Service Provider's valid contact /email Address
- 6 Trader or Service Provider's Address
- 7 Complete details of the complaint supported by evidence

Documents needed to support your complaint

- Receipts
- Document with Terms & Conditions
- Tenancy Agreements
- Bills
- Warranty Document
- Email correspondence
- Letters /Photos / Videos / Recorded Audios
- Any other information that will support your case

How NCH will solve your complaint?

Once the Council receives your call, the Consumer Helpline Operator will fill online consumer complaint form which will automatically upload onto the Council's Complaint Database.

NCH staff will analyse your complaint based on the facts before contacting the respondent, or any other authorities. After the investigation, the NCH will:

- Provide advice to you on the next line of action.
- Negotiate compensation on your behalf. If the respondent agrees to provide redress, the matter will be closed.
- Organize mediation if the respondent disagrees on the facts provided by the complainant.
- Assist you to file your case with the Small Claims Tribunal or Fiji Commerce Commission if mediation is unsuccessful.

OUR SUCCESS STORIES

Since the inception of National Consumer Helpline (NCH), the Council received a total of 1021 complaints in the first five and half months. Some of the cases the Council solved were as follows:

Ms. Alisi had purchased a laptop from Datec Fiji Limited in 2015 and within a few months the laptop started giving problems. The respondent (Datec) didn't update the customer on the repair of his laptop. Upon the Council's intervention Datec Fiji Limited revealed that it was unrepairable due to unavailability of parts so they provided the consumer with a new one.

Mr. Achan had purchased a sofa set from Rups Investments Limited and within a year the fabric started coming out. When the complainant requested for a replacement, he was asked to pay for its usage. The Council intervened and the complainant was provided with a new sofa set, free of charge.