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PRESS RELEASE

Council Alerts Consumers Against Soliciting Services from Melbourne Works

An alert is being issued to consumers regarding the unscrupulous business practices of Melbourne Works, a joinery company based in Moala Street, Samabula. Since 2019, the Consumer Council of Fiji has registered 114 complaints against Melbourne Works, amounting to nearly half a million dollars in monetary value.

Complaints against Melbourne Works highlight a consistent pattern of consumer exploitation and unethical business conduct. Many customers have reported paying deposits or full amounts for services such as kitchen cabinets, granite tops, renovations, and other joinery works, only to find that Melbourne Works fails to complete the work or deliver the products. Even in instances where Melbourne Works does complete the job, the quality of work is often substandard and does not meet the promised specifications.

Melbourne Works is known for making false commitments about project completion dates, which are rarely adhered to, causing significant inconvenience and frustration for customers. Consumers have found it exceedingly difficult to get in touch with Melbourne Works regarding their complaints. Calls and communications are frequently ignored, leaving customers without recourse. In cases where Melbourne Works fails to complete the work, they have consistently refused to refund the money paid by customers, further aggravating their distress.

Seema Shandil, CEO of the Consumer Council of Fiji, has condemned these unethical practices which has become evident given the growing number of complaints against Melbourne Works. "The Council is deeply troubled by the continuous reports of Melbourne Works' unethical practices. It is unacceptable for a company to repeatedly fail its customers, deliver substandard work, and avoid accountability. We urge consumers to exercise caution and refrain from engaging with Melbourne Works until these issues are resolved," said Ms. Shandil.

The Council advises consumers to conduct thorough research and seek recommendations before engaging any service providers. In light of the numerous complaints and the significant financial impact on affected consumers, the Council emphasizes the importance of vigilance and informed decision-making when it comes to choosing contractors and service providers.

Consumers who have encountered issues with Melbourne Works or any other service provider are encouraged to lodge a formal complaint with the Consumer Council of Fiji. The Council

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Consumer Council of Fiji



www.consumersfiji.org



Mobile App

remains committed to protecting the rights of consumers and ensuring that businesses operate fairly and ethically.

For further information or to file a complaint, consumers can contact the Consumer Council of Fiji via the toll-free number 155.

.....*Shandil*.....

Ms Seema Shandil

Chief Executive Officer

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