

24 December 2007

Mr. Damien Norris

Education and Complaints Officer

Victorian Equal Opportunity & Human Rights Commission

3/380 Lonsdale St. Melbourne VIC 3000

Dear Sir,

Thank you for your letter of 4 December 2007. In reference to our conversation of 2nd December 2007 in relation to my complaint which was referred to the Victorian Equal Opportunity and Human Rights Commissions by Consumer Affairs Victoria, I respectfully write to you to let you know that there is not a good communication between me and you.

My reasons:

1. You were trying to explain to me on the phone about the matter but I asked you please do not make any comment on the phone, instead I respectfully asked you to send your comments in writing.

Usually I prefer the communication to be by writing, because there will be a record for proof in case if later one side denies any comment or if any possible misunderstanding happens. I always prefer in writing.

Although I respectfully requested you to send your comments by writing but still you kept talking on the phone, and of course I had to respect you and that's why I didn't have any choice but listening to your comments.

2. In the first telephone conversation you said something similar to this comment:
 - "We can't investigate about this case unless you send us another complaint regarding human rights. This complaint that has been referred to us is not regarding human rights. Do you wish us to send you complaint form?"
 - No, please do not send any complaint form. I do not want to make another new complaint regarding human rights at this stage. I have complained from a company which has not finished its business and work with me and has had misconducts. I have sent my complaint to the Consumer Affairs Victoria. They have referred my complaint to you. If you think they have referred the complaint to the wrong place, so please let them know. You don't need to tell me. You should tell them. So if you think they must investigate about the matter, not you, then please let them know by your correspondence.
 - Ok I send a letter to them and let them know.
 - Would you please send a copy of your letter to me as well?
 - Ok I will do that.

3. Second telephone conversation:

- Do you want me to send you a complaint form regarding human rights?
- No, because as I told you before, I am still not sure what the reason behind their misconduct was, so I don't want to accuse anyone when I am not sure. I have only sent my complaint to Consumer Affairs Victoria and I expected them to investigate about it and...
- To look at it
- Yeah to look at that to see what was the reason of this misconduct.
- Can you contact them? Can you contact them and let them know that they have have sent your complaint to the wrong office?
- No, I believe that you should contact them and let them know. In the last conversation you told me you would send them a letter to let them know that they have wrongly referred it to Human rights Commission and you would send me a copy of that.
- No, I will not send.
- But why? You told me you would.
- I can't. It is a catch.

Dear Sir, I didn't understand what you meant by "catch". Maybe I have heard wrong. I am not sure. Anyway looks like after our first conversation, you have consulted with your boss and you have told your boss that you had promised Sheikh Haron to send a letter to Consumer Affairs Victoria, and also a copy to Sheikh Haron. But your boss has stopped you to do so. Is it right? If this is the story, then you should have told me that why you had changed your word, then I would understand and I might say: "Fair enough, it is not your fault, you didn't know about the rules, and now your boss has stopped you. It's not your fault." But not only you didn't explain, not only you didn't keep your word, not only you said two different things to me, not only you didn't do your job, but also you sent me what I asked you no to send to me.

Dear Sir, one of my reasons that I believe you didn't do your job is this:

Consumer Affairs Victoria referred my complaint to you. You say that they have sent the complaint to the wrong organisation. Whose job is to announce Consumer Affairs Victoria that they have made mistake? My job? Or your job?

Dear Sir, please do not call again. If you have any comment please send it by writing.

I have already sent one complaint to the Consumer Affairs Victoria and I will not send another new complaint. I wait till I see what will be the result of the investigation. When the result is clear, then if it is necessary I will send another new complaint to you.

If you still believe that Consumer Affairs Victoria has wrongly referred the complaint to your office, please do not shy. Please let them know frankly. And if you believe that they have sent it to the right organisation, so please start your investigation and please do not waste the time more than this.

One small complaint I have sent, everyone is trying to get rid of it? Why?

If you are right (and I think you are right) and Consumer Affairs Victoria has referred my complaint to the wrong office, I should really try to find out why they have tried to get rid of it? Has it been deliberately or just by mistake? This is a question that I might try to find its answer in the future.

Kind regards

Sheikh Haron

Cc:

- Ms Karen Toohey, Director (Complaint Handling)
- Ms Ann Paul, Enquiry Officer, Consumer Affairs Victoria