

Australian Competition and Consumer Commission
MARS Matter Summary for Matter No: 1018004

Branch: Legal Branch
Office: Canberra
Requestor: William Herron

Item	Description
	Matter Id: 1018004
	Complainant: [REDACTED]
	Address: [REDACTED]
	Work Phone / Home Phone / Mobile / Fax / E-mail: / [REDACTED] / /
	Method of Contact: Telephone
	Matter Created By: Ransom, Hannah in Canberra on 28-Sep-2010
	Complaint Date: 28-Sep-2010
	Ministerial: NO
	Trader: Royal Adelaide Show -
	Is the Complainant a Small Business? NO
	Is the Complaint ABOUT a Small Business? YES
	Is the matter about a Franchise? NO
	Conduct: V-1A : : General - Product Safety complaint or inquiry V-1A : : Clearinghouse - Potential Consumer Product Related Hazard
	ANZSIC Code: 4243
	Product / Service: toy
	Matter Description: C has purchased a Barney show bag from T. The bag contains a wrist slap band - a toy which contains a metal band which is slapped against a wrist and wraps around it. C believes this is a banned product and wishes to report it.
	Response / Pamphlets Sent: Dir C to product safety and recalls website. Adv C that I could not find the product listed on either of these sites, but if she had any concerns about the safety of the product, not to allow her children to play with it.
	Complaint Actions: Intelligence
	Referred: NO
	Escalated: NO
	Is the call from a disadvantaged or vulnerable consumer? NO
	Is the call about an on-line trader or e-commerce issue? NO
	Matter Type: Complaint