

From: [ACMA Customer Service Centre](#)
To: [Compliance Operations](#)
Subject: [SEC=OFFICIAL] FW: Complaint - [REDACTED]
Date: Tuesday, 17 October 2023 10:33:14 AM
Attachments: [REDACTED]

Hello,

The Customer Service Centre (CSC) has received a complex enquiry that requires an expert response. The CSC has informed the customer your section will provide a response.

Please carbon copy (cc) the CSC into your response to the customer.

To finalise the end-to-end process, please click on the hyperlink below to enter the date and time the enquiry was resolved by your section. If the hyperlink does not work, please reply to the CSC and we will finalise the end-to-end process for you.

- **Required Action:** Monitoring and Compliance Section Enquiry - Complaint - [REDACTED]
 - **Client number (if applicable):** [REDACTED]
 - **Email address:** [REDACTED]
 - **Interaction hyperlink:** [REDACTED]
- [REDACTED]

If your area is not responsible for this line of enquiry, please notify the CSC immediately by reply email and suggest an appropriate line area.

Kind regards

Alex
Enquiries Officer
Customer Service Centre
Telephone: 1300 850 115
Email: info@acma.gov.au

----- Original Message -----

From: [REDACTED]
Received: Tue Oct 17 2023 09:03:31 GMT+1100 (Australian Eastern Daylight Time)
To: ACMA Customer Service Centre; CSC CSC; CSC CSC; Mail Delivery System; svc_crm c2c_prod; System Contact
Subject: Complaint - [REDACTED]

Attention of Monitoring and Compliance Section.

Good morning,

Please be advised that [REDACTED]
[REDACTED] a 200 house over 50s lifestyle village located at Burleigh Heads Queensland.


I write to you as [REDACTED]
[REDACTED]
[REDACTED]

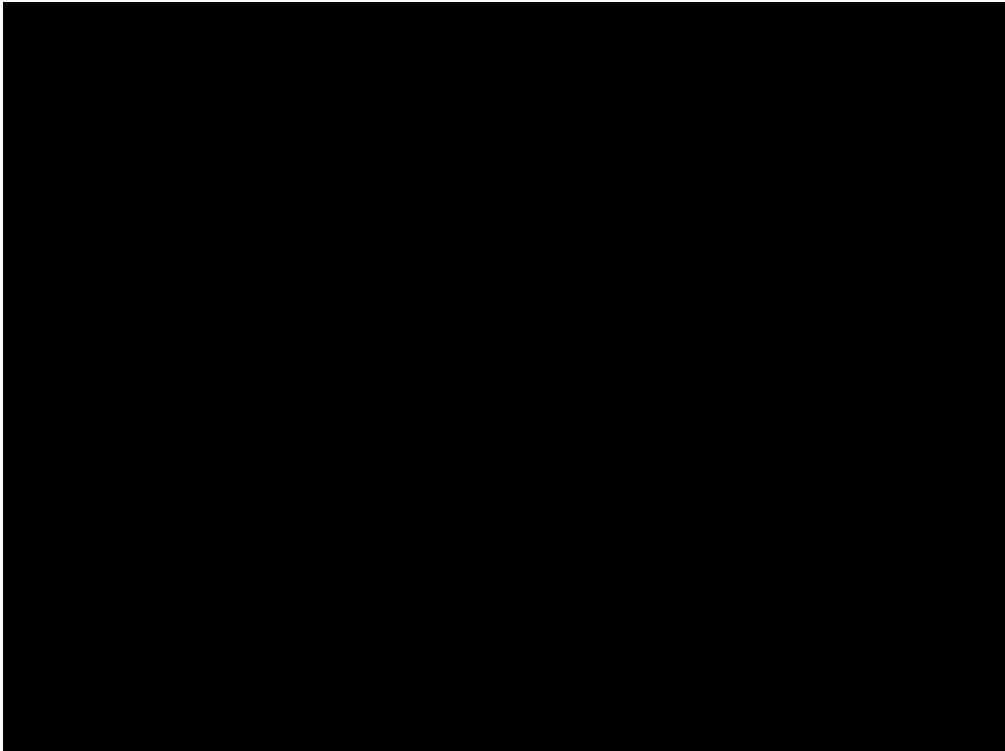
[REDACTED]
[REDACTED]
[REDACTED] As such, are you in a position to investigate the legality of the
persons alleged actions, or recommend the relative government department that would
attend to such matters.

Thank you for your assistance and would you mind confirming receipt of this email.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]

Attachment: 



Attachment: 