

Dear Sir,

I refer to your complaint to Consumer and Business Services (**CBS**) Advice and Conciliation team regarding Pfizer (**the trader**).

Your complaint was referred to the Compliance and Enforcement branch of CBS to consider possible breaches of *Australian Consumer Law (SA)* (**the ACL**).

The Commissioner for Consumer Affairs, through CBS, is responsible for the administration and enforcement of the ACL.

In administering its functions, CBS applies a range of compliance strategies and enforcement tools appropriate to the circumstances of each individual case. CBS has discretion in determining which matters it will pursue.

This assessment has now been completed.

With consideration to the matter being a systemic Australian wide issue and dealing with Australia Consumer Law on a national level, under our current Compliance and Enforcement policy CBS are not best placed to appropriately deal with your complaint, noting you advised you have also reported this matter to the Australian Competition and Consumer Commission (**the ACCC**).

I invite you to review the current Compliance and Enforcement Policy, <https://www.cbs.sa.gov.au/documents/Compliance-Enforcement-Policy-2023-24.pdf> which provides an explanation in relation to what CBS investigates (and the criteria we use to determine what we investigate).

I can assure you that your complaint was thoroughly considered and was taken seriously.

Thank you for raising this matter with CBS.

Kind Regards

**Kristy** | Complaints Officer