

I refer to your correspondence dated 1 September 2009 regarding Institute of Hair Regrowth & Beauty Pty Ltd.

Your concerns were brought to the attention of Sam Cohen Manager Institute of Hair Regrowth & Beauty Pty Ltd who advised that they guarantee some (not all) hair re-growth. Mr Cohen states that some regrowth has occurred so far. However, to maximise the regrowth, they recommend the treatment continue up to 3 years.

Mr Cohen also states that he has never claimed to be a practitioner, thereby refers the patient to their doctor to obtain certain medication to assist with the regrowth.

As such Mr Cohen is not willing to provide a refund.

In cases such as this, the Office of Fair Trading attempts to assist the parties to negotiate a satisfactory resolution, however, it is not empowered to direct a trader to a particular course of action.

Should you wish to pursue the matter further, you may lodge a claim with the Consumer, Trader and Tenancy Tribunal. The Tribunal provides an inexpensive and effective means of settling consumer disputes and is capable of making enforceable orders. Please see the enclosed brochure and application form, or the Tribunal website for more details.

Applications can be lodged at any Fair Trading Centre, Tribunal Registry or online at www.fairtrading.nsw.gov.au/cttt.html. Alternatively, you may choose to obtain your own independent legal advice.

The Office of Fair Trading will retain the information you provided on the complaints management database used to monitor marketplace trends and practices. These records also assist with the development of consumer protection strategies.

I trust that this information is of assistance to you.

Yours sincerely

Customer Service Officer
21 September 2009