

InVogue

BATHROOMS

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Division of Brodie Kitchens P/L



Committee Secretary
(Anti Trolling Legislation)
Department of the Senate
PO Box 6100
Parliament House
CANBERRA ACT 2600
AUSTRALIA

Dear Committee Secretary.

My name is Robert Walker and together with my Son, operate a Bathroom Renovation Business in the Hills District of Sydney.

I recently learnt (through a prospective customer) of a defamatory, false Review which was posted on the review website, **True Local**.

Naturally I was horrified to think that my good name has been tarnished to anyone who would conduct a google search for our Family Company "Brodie Kitchens". The Review has been on the **True Local** website for over three years.

The frustration which followed has prompted this submission, hopefully for it to be considered for the forthcoming Anti Trolling Legislation.

My first reaction was to post a Response to the Bogus Review. As mentioned above, it was met with frustration when **True Local** refused to post my Response. Efforts to email and contact **True Local** were met with silence.

As stated I'm my Response to the Bogus Review, I am certain a previous customer of Brodie Kitchens did not write the Review, In fact there is no doubt that a family friendship break up, over three years ago resulted in the posting of the Review.

As I never had the satisfaction of my Response being posted and the inability of having **True Local** remove the slanderous Review, I would like to pose a series of questions for the Committee to consider.

A. Will I be able to have **True Local** post my Response?

B. Will I be able to have the opportunity to prove to **True Local** that the Bogus Review was not posted by a customer of Brodie Kitchens and for them remove it from the website?

C. Why was **True Local** able to post the Bogus Review without checking if it was genuine? The word "hate" is used and various other personal descriptions within the Review are damaging to my good name and business. The Author also states "the kitchen was done a few years ago now" One would think the supposed rage would have subsided!

D. Why wasn't I alerted when the Bogus Review was originally posted over three years ago?

E. Can **True Local** be forced to reveal the Account Holders true identity

F. As it's impacted my Kitchen Business financially and caused myself much personal distress, can **True Local** or the Author of the Bogus Review be prosecuted, either in a Civil Case or in a Criminal Investigation?

As our Family Business name is listed on our current Business Letterhead, I would absolutely like to seek out the possibility of Civil action - as the Bogus Review has and still is causing financial and personal implications,.. to my Businesses and has also greatly affected me in a personal sense. That fact that, since learning of the Bogus Review, I do not use an email address which includes the name - Brodie Kitchens, for fear of someone carrying out a google search and stumbling across the **True Local** Bogus Review

I have listed below how the discovery of the Bogus Review was discovered (in chronological order):-

1. Email from prospective Customer alerting me of the Review.
2. A screen shot of the actual Review.
3. My Response to the Review that was never allowed to be posted.
4. **True Locals** email stating my Response has been declined.
5. My email response to **True Local** met with silence.

Yours Sincerely

Robert Walker

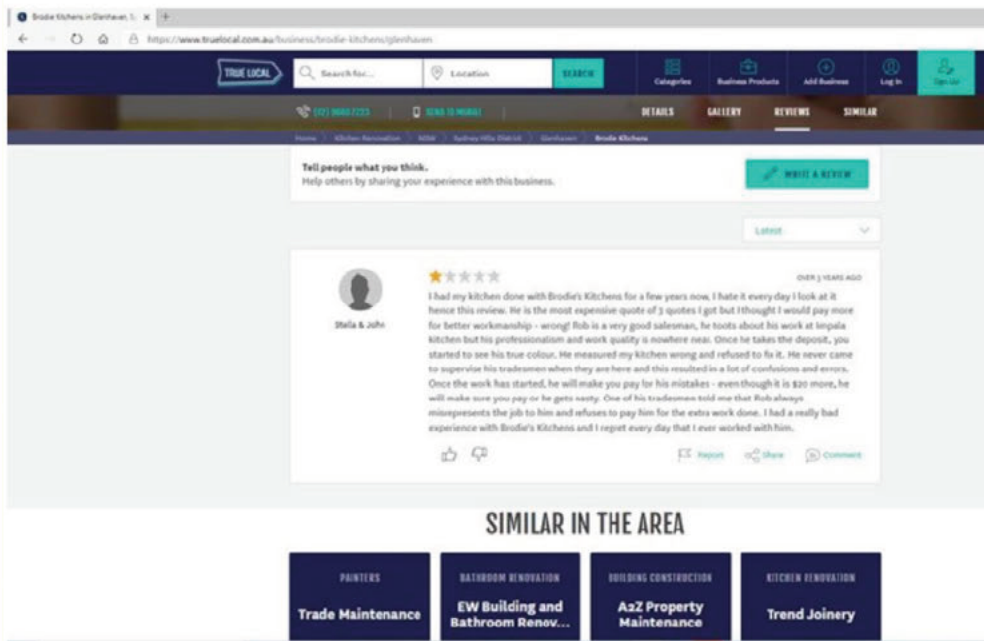
1. Email from prospective Customer alerting me of the Review.

Hi Matt,

Part of the validation process of Renovators, for any work I engage third party contractors to do on our home, is to research their workmanship. I have completed a search on NSW Service by entering in "InVogue Bathrooms" Licence 232 620C as per the letter head on the quote. The Name Robert Walker, came up as a Director and the name Brodie Kitchens is associated with the Licence, not InVogue Bathrooms. After searching for any complaints - The True Local website came up with a disturbing comment which is screen shot below.

Whilst I recognise the good work you have done in the local area and other references on your website, the comment below about "Rob" really concerns me if we were to proceed with InVogue for the bathroom renovations.

1. Poor Review



The screenshot shows a web browser window displaying a review on the True Local website. The review is for 'Brodie's Kitchens' in Danmear, NSW. The reviewer, Stella & John, has given a 1-star rating. The review text is: "I had my kitchen done with Brodie's Kitchens for a few years now, I hate it every day I look at it hence this review. He is the most expensive quote of 3 quotes I got but I thought I would pay more for better workmanship - wrong! Rob is a very good salesman, he toots about his work at Impala kitchen but his professionalism and work quality is nowhere near. Once he takes the deposit, you started to see his true colour. He measured my kitchen wrong and refused to fix it. He never came to supervise his tradesmen when they are here and this resulted in a lot of confusions and errors. Once the work has started, he will make you pay for his mistakes - even though it is \$20 more, he will make sure you pay or he gets nasty. One of his tradesmen told me that Rob always misrepresents the job to him and refuses to pay him for the extra work done. I had a really bad experience with Brodie's Kitchens and I regret every day that I ever worked with him." The review is dated 'OVER 3 YEARS AGO'. Below the review, there are buttons for 'Report', 'Share', and 'Comment'. At the bottom of the page, there is a section titled 'SIMILAR IN THE AREA' with four categories: PAINTERS (Trade Maintenance), BATHROOM RENOVATION (EW Building and Bathroom Renov...), BUILDING CONSTRUCTION (AoZ Property Maintenance), and KITCHEN RENOVATION (Trend Joinery).

I would appreciate if you could elaborate on this review.

2. A screen shot of the actual Review.

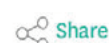


Stella & John



OVER 3 YEARS AGO

I had my kitchen done with Brodie's Kitchens for a few years now, I hate it every day I look at it hence this review. He is the most expensive quote of 3 quotes I got but I thought I would pay more for better workmanship - wrong! Rob is a very good salesman, he toots about his work at Impala kitchen but his professionalism and work quality is nowhere near. Once he takes the deposit, you started to see his true colour. He measured my kitchen wrong and refused to fix it. He never came to supervise his tradesmen when they are here and this resulted in a lot of confusions and errors. Once the work has started, he will make you pay for his mistakes - even though it is \$20 more, he will make sure you pay or he gets nasty. One of his tradesmen told me that Rob always misrepresents the job to him and refuses to pay him for the extra work done. I had a really bad experience with Brodie's Kitchens and I regret every day that I ever worked with him.



3. My Response to the Review that was never allowed to be posted.

Bogus Review... Brodie Kitchens has never had a customer by the name of “Stella and John” We have searched our customer Data Base with no record of supplying any goods or services to you. We also have no idea why you would try to sabotage our Business with the posting of this **Bogus Review**. It is clear you have never dealt with us as we have never been known as Brodie’s Kitchens. In the twenty years of business that we have operated, Brodie Kitchens has never had an unhappy customer. Especially to provoke the false and malicious words that are displayed in your **Bogus Review**. Whilst we are certain you have never been one of our customers, we have an idea who you are. Your insecure, jealous nature truly shines out!

4. True Locals email stating my Response has been declined.

On 21 Jan 2021, at 11:53 am, content@truelocal.com.au wrote:



Brodie Kitchens,

Thanks for taking the time to write a comment on a review of [Brodie Kitchens](#).

Your comment has not met True Local's [review guidelines](#) and won't be published on the site.

Comments, like reviews, get rejected if they:

- Don't appear to be based on a genuine experience.
- Contain offensive or derogatory material. This includes anything racist, sexist or homophobic.
- Are based on rumour or second-hand information (for example, an experience your partner or friend had).
- Are defamatory. This means to falsely or unjustly damage someone's reputation, this includes stating a person's full name, contact details, location or any form of identification. Reviewers must back up any allegations with as much detail and background information as possible for us to consider publishing it.
- Contain swear words.
- Contains any personal identifiable information this includes stating a person's full name or contact details.
- Are written by a business owner on a competitor's business listing.
- Don't mention specific experiences with the business.
- Are written in a language other than English or which don't make sense.
- May be in contempt of court. This includes reviews and comments containing references to legal cases currently before court.
- Contain claims of food poisoning, medical malpractice or illegal activity. We encourage reviewers who have experienced these issues to contact the relevant authorities.
- Contain repeated information (for example a direct copy and paste from another review).

You can check out more information about True Local reviews here:

<https://www.truelocal.com.au/cms/review-guidelines>

If you think your comment was declined in error, please contact us at support@truelocal.com.au and we will look into it.

The True Local team

5. My email response to **True Local** met with silence.

Begin forwarded message:

From: [REDACTED]
Subject: Re: Your comment has been declined
Date: 21 January 2021 at 1:36:17 pm AEDT
To: content@truelocal.com.au

Thank you for your email.

Are you able to inform me which part of my response to the Review that doesn't meet your standards.

I'm hoping you can understand, that after recently learning of the Review on your website which was posted three years ago - has caused me much anguish.

I am very eager to have my response to the Review.

It's a shame that you didn't apply the same standards to the Reviewer as it certainly slanders my good name and my business. It also has many personal references towards my good character.

Please understand, I will be treating this matter with the urgency that it requires.

After my response to the Review is posted, I will be:-

1. Applying to True local to remove the Review
2. Applying to true local to trace the origins of the Review and determine if it is from a bogus account
3. Reporting the Review to New South Wales Police Service in light of the new National Online Trolling Laws.
4. Taking civil action against the perpetrator that wrote the Review as my good name has been tarnished and my business has suffered financially.

I'm also hoping you can send a copy back to me, of my response to the Review.

Your response is eagerly awaited.

Regards,
Robert Walker