



# Consumer Complaint

Please attach copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

### 1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) \_\_\_\_\_  
(circle one) (first) (middle) (last)

Phone: Home ( ) \_\_\_\_\_ Work ( ) \_\_\_\_\_ ext. \_\_\_\_\_ Cell ( ) \_\_\_\_\_

Contact me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email: \_\_\_\_\_

Address: \_\_\_\_\_ Apt.# \_\_\_\_\_ PO Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ County: \_\_\_\_\_

### 2. What business is your complaint against?

Name of business: \_\_\_\_\_

Address: \_\_\_\_\_ Ste.# \_\_\_\_\_ PO Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ County: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Name of person you talked to: \_\_\_\_\_ Title: \_\_\_\_\_

Business email: \_\_\_\_\_ Business website: \_\_\_\_\_

### Information about your complaint

#### 3. Which of the following best describes your first contact with the business: (check one)

- Internet  Person from business came to my home  I went to the business
- Email  Person from business called me  I telephoned the business
- I responded to a radio or TV ad  Business sent me information in the mail
- I responded to a printed advertisement  I attended a convention or trade show

4. When did your first contact with the business occur? month: \_\_\_\_\_ day: \_\_\_\_\_ year: \_\_\_\_\_

5. Your age or age of person who spoke to business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) \_\_\_\_\_

7. Was the item advertised? (circle one) No Yes Date: \_\_\_\_\_ Where: \_\_\_\_\_

8. Did you sign a contract/agreement? (circle one) No Yes If yes, contract/agreement number: \_\_\_\_\_

9. Where were you when you signed the contract/agreement? \_\_\_\_\_ Date signed: \_\_\_\_\_

10. Amount paid: \$ \_\_\_\_\_ by: (circle one) cash check credit card financed money transfer other plan

#### 11. Where did you pay the business: (check one)

- Internet  By mail  By telephone with credit/debit card  Away from company's place of business
- At my home  At the company's place of business  At a convention or trade show

12. Did you contact the business about your complaint? (circle one) No Yes If yes, date? \_\_\_\_\_

What happened? \_\_\_\_\_

13. Have you filed this complaint with another agency? (circle one) No Yes Agency name: \_\_\_\_\_

What happened? \_\_\_\_\_

14. Have you contacted a private attorney? (circle one) Yes No

**IMPORTANT: More questions on the back page (over)**

