



State of Wisconsin
Governor Tony Evers

Department of Agriculture, Trade and Consumer Protection

DATE: March 3, 2022

TO: Board of Agriculture, Trade and Consumer Protection

FROM: Randy Romanski, Secretary-Designee
Lara Sutherlin, Administrator, Division of Trade and Consumer Protection

SUBJECT: Top Consumer Protection Complaints of 2021

TO BE PRESENTED BY: Michael Domke, Director, Bureau of Consumer Protection

REQUESTED ACTION:

No action required. For information only.

BACKGROUND:

In 2021, the Bureau of Consumer Protection (BCP) worked to resolve the more than 11,750 consumer complaints filed with DATCP returning more than \$11,151,000 to Wisconsin consumers. This presentation will review the top ten complaint categories of 2021, explain the types of complaints we mediate and share a few success stories from the past year.

- 1) Telemarketing (Do Not Call)
- 2) Landlord/Tenant
- 3) Identity Theft
- 4) Home Improvement
- 5) Telecommunications
- 6) Medical Services
- 7) Motor Vehicle Repair
- 8) Auto Sales (New & Used)
- 9) Motor Vehicle Accessory/Part Sales and Service
- 10) Entertainment and Recreation

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