

ROY COOPER
ATTORNEY GENERAL

STATE OF NORTH CAROLINA

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
(919) 716-6000
(877) 566-7226
TOLL FREE IN NC

CONSUMER COMPLAINT FORM

About the Consumer Protection Division of Attorney General Roy Cooper

- The Consumer Protection Division of the Attorney General's Office enforces North Carolina's consumer protection laws, which are aimed at preventing unfair or deceptive trade practices.
- One means we use to learn about such practices is through "consumer complaints" filed with the office. Thank you for taking the time to complete the complaint form.

What Happens to Your Complaint Once We Receive It?

- Once we receive the complaint form along with supporting documents, it will be reviewed and in most cases forwarded to the business complained about for response. You will receive copies of all correspondence. We will work with you and the business to try to reach a voluntary resolution of your dispute.
- If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- If we handle your complaint and are not successful in negotiating a mutually satisfactory resolution, then we may suggest that you consider filing an action in Small Claims Court or consulting with a private attorney. Certain complaints that involve contractual disputes or disputes of the facts can only be resolved by the courts.
- Although we try to assist all consumers, the fact that we may not be able to directly assist you does not reflect on the validity of your complaint. Each complaint, however, remains a part of our cumulative files and may be useful to other consumers. It will help us to monitor questionable business practices and to determine priorities in our enforcement efforts and legislative recommendations.

Important Information

- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.
- This office generally does not become involved in matters that are scheduled or have already been heard in a court of law or have already been closed by the agency with proper jurisdiction.
- When you submit your complaint, please ensure that you include legible **COPIES** of supporting documents you may have. Such documents include contracts, invoices, receipts, correspondence, etc. Please do **NOT** send originals. If you fail to send existing supporting documents it may delay processing of your complaint. Faxing your complaint may also delay processing if the paperwork you send is illegible.
- Documents provided to this office may be public record.

**STATE OF NORTH CAROLINA
CONSUMER
COMPLAINT**

MAIL TO: CONSUMER PROTECTION
ATTORNEY GENERAL'S OFFICE
9001 MAIL SERVICE CENTER
RALEIGH, NC 27699-9001
TELEPHONE: (919) 716-6000
TOLL-FREE IN NC: (877) 566-7226


SECTION 1: Your Information

Mr. Ms. Mrs.	Last name	First name	MI
Mailing address			
City	State	Zip code	Country, if not US
Day phone number, including area code ()	Evening phone number, including area code ()	Fax number, including area code ()	
County of residence	E-mail address	Cell phone, including area code ()	

SECTION 2: Information About Company Against Which You Are Complaining

Full name of company			
Mailing address			
City	State	Zip code	Country, if not US
Company's internet address (URL)			
Telephone number, including area code ()	Fax number, including area code ()		

SECTION 3: Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved		Date of purchase, service, contract	
Manufacturer or brand		Model	
Account number		Serial number	
Did you sign a contract or a lease? Yes [] No []	If yes, please give the following 	Starting date	Expiration date
Total amount paid	Amount in dispute	How was payment made: [] Cash [] Check [] Credit card [] Debit card [] Money order [] Wire transfer [] Finance agreement [] Other _____	
Did you buy an extended service contract? Yes [] No []	If yes, name of company responsible for extended service contract or warranty		

SECTION 4: Information About the Transaction

<p>How was initial contact made between you and the business?</p> <p>[] Person came to my home [] I went to company's place of business [] I received a telephone call from business [] I telephoned the business [] I received information in the mail [] I responded to radio/television ad [] I responded to printed advertisement [] I responded to a Website or e-mail solicitation [] I received a fax solicitation [] I attended a trade show or convention [] Other _____</p>	<p>Where did the transaction take place?</p> <p>[] At my home [] At company's place of business [] By mail [] Over the phone [] Via computer (website or e-mail) [] Trade show or hotel [] Other _____</p>
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SECTION 5: Details of Complaint (use additional sheets if necessary)

Empty space for providing details of the complaint.

SECTION 6: Resolution Attempts You Have Made

Have you contacted the company with your complaint? [] Yes [] No	If yes, name of person most recently contacted	His/her phone number, incl. area code ()
Results		
What result would you consider fair?		
Do you have an attorney in this case? [] Yes [] No	If yes, name of your attorney	Attorney's number, incl. area code ()
Has your complaint been heard or is it scheduled to be heard in court? [] Yes [] No If yes, where and when?		
If already heard, what was the result?		

SECTION 7: Important Information

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include **copies** of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do **not** send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: _____ Date: _____

Mail to: NC Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001