

如何處理您的投訴？

請保留本資訊單張作記錄。

1. 您提出投訴

(網上、親自、郵寄)
並希望DCA協助。

您附上所有有關您的投訴的文件(商店收據、銷售帳單、保證書、合約、過帳支票、致商家的信函、裁決等)。如果沒有上述文件，DCA無法處理您的投訴。

2. DCA收到並審核

您的投訴和證明文件。

如果DCA不是協助您的正確機構，DCA會退回您的投訴資料，並大多會附上能夠協助您的機構的聯絡資訊。

3. 如果DCA是協助您的正確機構，DCA

會將您的投訴存檔並開始調解。DCA會告知您個案號碼，您在後續行動中應參照個案號碼。

在調解程序中，DCA會將您的投訴副本寄給商家，要求書面回覆。然後，DCA調解員大多會透過電話與您和商家商談，以達成協議並解決事件。

如果您在45天後尚未收到DCA的回覆，請撥打311查詢您的投訴之狀況。請備好個案號碼。

4. 投訴終結。

在某些個案中，如果事件尚未解決，DCA的行政法官將審理投訴，或DCA也許告知您可選擇提起訴訟。

請注意：DCA無法充當您的律師或給予您法律意見。請注意，您所有通訊的副本將轉交投訴標的之商家，並可能提供給其他政府機構。根據DCA政策，按照公共記錄要求提供記錄時將會移除您的個人身分資訊。

DCA 核發執照之行業

娛樂場

娛樂裝置(永久/便攜/臨時)

拍賣商

拍賣公司(房地產)

賓果遊戲營運商

Booting Company

酒肆(包括狄斯可夜總會)

餐飲供應機構

香煙零售商

商業房東(賓果/賭博遊戲)

殘障者產品商

債務催收機構

電器與家電服務商

電器行

職業介紹所

賭博遊戲

Gaming Café

車庫和停車場

小販

小販批發

居家修繕承包商

居家修繕銷售員

馬車所有人及駕駛者

洗衣店

洗衣零工

鎖匠及鎖匠學徒

報攤

當舖老闆

腳踏三輪車業務及司機

撞球或桌球室

Process Serving Agency & Process Server (Individual)

天秤經銷商/修理商

廢金屬加工業者

二手汽車銷售商

舊貨商與二手火器商

路邊咖啡座

觀光車及嚮導

大減價(倒閉、破產清算等)

貨攤

倉庫

臨時街頭集市小販

拖車司機及拖車公司

拖車豁免

What Happens to Your Complaint?

Please keep this information sheet for your records.

1. You file a complaint (online, in person, by mail) and want help from DCA.
You include all documents about your complaint (store receipts, bill of sale, warranties, contracts, cancelled checks, letters to the business, judgments, etc.). **DCA cannot process your complaint without these documents.**

2. DCA receives and reviews your complaint and supporting documents.

If DCA is not the correct agency to assist you, DCA returns your complaint materials and, in most cases, includes contact information for the agency that can help you.

3. If DCA is the correct agency to assist you, DCA docket your complaint and begins mediation. DCA gives you the docket number which you should reference during any follow-up.

During the mediation process, DCA sends a copy of your complaint to the business for written response. Then, mostly over the phone, a DCA mediator speaks with both you and the business to reach an agreement and settle the matter.

If you have not heard from DCA after 45 days, please dial 311 to check the status of your complaint. Have your docket number handy.

4. Complaint closed.

In some cases, if the matter cannot be settled, DCA's administrative law judges will hear the complaint or DCA may inform you of the option to go to court.

Please note: DCA cannot serve as your attorney or give you legal advice. Please be aware that copies of all of your correspondence will be forwarded to the business that is the subject of your complaint, and may be provided to other governmental agencies. It is DCA's policy to remove your personal identifying information when releasing records pursuant to public records requests.

Industries Licensed by DCA

Amusement Arcade
Amusement Device (Permanent / Portable / Temporary)
Auctioneer
Auction House (Premises)
Bingo Game Operator
Booting Company
Cabaret (including discos)
Catering Establishment
Cigarette Retail Dealer
Commercial Lessor (Bingo/Games of Chance)
Dealer in Products for the Disabled
Debt Collection Agency
Electronic & Home Appliance Service Dealer
Electronics Store
Employment Agency
Games of Chance
Gaming Café
Garage and Parking Lot
General Vendor
General Vendor Distributor
Home Improvement Contractor
Home Improvement Salesperson

Horse Drawn Cab Owner & Horse Drawn Cab Driver
Laundry
Laundry Jobber
Locksmith & Locksmith Apprentice
Newsstand
Pawnbroker
Pedicab Business & Pedicab Driver
Pool or Billiard Room
Process Serving Agency & Process Server (Individual)
Scale Dealer/Repairer
Scrap Metal Processor
Secondhand Dealer Auto
Secondhand Dealer & Secondhand Dealer Firearms
Sidewalk Café
Sightseeing Bus & Sightseeing Guide
Special Sale (Going Out of Business, Liquidation, etc.)
Stoop Line Stand
Storage Warehouse
Temporary Street Fair Vendor
Tow Truck Driver & Tow Truck Company
Tow Truck Exemption