

FILE YOUR COMPLAINT

Thank you for contacting the New York City Department of Consumer Affairs (DCA). Please complete this form. Clearly print or type your answers to each question. If a question does not apply to you, please mark N/A or Not Applicable. You must provide information marked with a star (*).

Mail TWO copies of this completed form and related documents (e.g., store receipts, warranties, contracts, etc.) to DCA. Do not send originals.

NYC Department of Consumer Affairs
Consumer Services Division
42 Broadway, 9th Floor
New York, NY 10004

Did You Contact the Business?

DCA advises you to contact the business directly in an initial attempt to resolve your complaint. When contacting the business, please keep a log of all telephone calls and copies of letters that you send. If your attempts to resolve the issue yourself are unsuccessful, then we advise you to file your complaint with DCA.

Did you attempt to resolve your complaint with the business? Yes No

If No, please explain why not.

What Do You Want DCA to Do?

Check ONE box only.

I want help with my complaint. See back for requested action.

If you request help, we will contact you. DCA receives a very high volume of complaints, so please be patient.

If you have not heard from us after 45 days, please call 311 and ask to be transferred to DCA to check the status of your complaint. Have your docket number handy. See the enclosed "What happens to your complaint?" sheet for more information.

I do *not* want help with my complaint. However, I want this business investigated for unfair business practices.

If you do not request help, we will not contact you, but will use the information you provide to investigate the reported business' practices.

Is Your Complaint against a Home Improvement Contractor?

If your complaint is against a home improvement contractor, please answer the questions below. To file a complaint with DCA, the home must be located in New York City. We cannot help with complaints about new home construction.

- Was work done on a:
 - Single or two-family house
 - Residential building owned by you as an individual having four units or less
 - Co-op or condo owned by you
- Is the contractor presently working in your home?
 - Yes No
- Have you had to move out of your home due to the work done by the contractor?
 - Yes No
- Did the contractor offer you a loan or arrange a loan for you? Yes No
- Does the contractor have a lien against your home?
 - Yes No
- Do you have a written contract?
 - Yes No
- Is the job location different than your home address?
 - Yes No
- Did the contractor provide a written warranty to you?
 - Yes No

Tell Us about Your Complaint

Reason for your complaint _____

*Product/Service involved _____ *Date of transaction _____

Was this an Internet order or purchase? Yes No

*Do you have a written contract? Yes No *Cost of product/service _____ *Amount paid to date _____

How did you pay? Cash Check Credit card

If you paid by credit card, have you contacted your credit card company? Yes No

*Is this matter pending in court? If yes, what court? _____

What action are you seeking from DCA to resolve this complaint? **Check ONE box only.**

Repair of product/service Exchange Completion of contract terms Refund Cancellation of contract

Note: If you checked one of the boxes above, you must check the box "I want help with my complaint" on front.

Briefly describe your complaint. Use additional pages as needed.

Provide Your Information

*Name _____
(First and Last)

*Home Address _____
(Include Apartment #)

*City, State, ZIP _____ Country _____

*Contact number _____

Are you currently serving on active duty in the U.S. Armed Forces? Yes No

Are you a veteran of the U.S. Armed Forces? Yes No

Would you like to receive electronic communications from DCA? Yes No

If Yes, provide E-mail _____

*Print Name _____ *Signature _____ *Date _____

Provide Information about the Business

*Business Name _____

*Address _____ *Daytime Phone _____

*City, State, ZIP _____ *Fax _____

*Type of Business _____ (For home improvement contractor complaints, answer the questions on front.)

E-mail _____ *License # _____