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, an Office of Administrative Trials and Hearings (OATH) Hearing Officer will hear the complaint or DCA may inform you of the option to go to court.

**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
- Car Wash
- Commercial Lessor (Bingo/Games of Chance)
- Dealer in Products for the Disabled
- Debt Collection Agency
- Electronic & Home Appliance Service Dealer
- Electronic Cigarette Retail 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
- Industrial Laundry
- Industrial Laundry Delivery
- Locksmith & Locksmith Apprentice
- Newstand
- Pawnbroker
- Pedicab Business & Pedicab Driver
- Pool or Billiard Room
- Process Serving Agency & Process Server (Individual)
- Retail Laundry
- Scale Dealer/Repairer
- Scrap Metal Processor
- Secondhand Dealer Auto
- Secondhand Dealer General
- Sidewalk Café
- Sightseeing Bus & Sightseeing Guide
- Special Sale (Going Out of Business, Liquidation, etc.)
- Stoop Line Stand
- Storage Warehouse
- Temporary Street Fair Vendor
- Ticket Seller Business
- Ticket Seller Individual
- Tobacco Retail Dealer
- Tow Truck Driver & Tow Truck Company
- Tow Truck Exemption

---

Please keep this information sheet for your records.