

What Happens to Your Complaint?

- 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.*

Please keep this information sheet for your records.

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
Newsstand
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