

# 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.

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## 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.

1. 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
2. Is the contractor presently working in your home?  
 Yes       No
3. Have you had to move out of your home due to the work done by the contractor?  
 Yes       No
4. Did the contractor offer you a loan or arrange a loan for you?       Yes       No
5. Does the contractor have a lien against your home?  
 Yes       No
6. Do you have a written contract?  
 Yes       No
7. Is the job location different than your home address?  
 Yes       No
8. 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 \_\_\_\_\_

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

If Yes, provide E-mail \_\_\_\_\_

## 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 # \_\_\_\_\_