

Kisa ki rive plent ou an?

- 1. Ou depoze yon plent epi ou vle jwenn èd nan men Depatman Pwoteksyon Konsomatè ak Travayè (Department of Consumer and Worker Protection, DCWP).** Ou mete tout dokiman sou plent ou an (resi magazen, fakti acha, garanti, kontra, echèk ki anile, lèt ou voye bay biznis lan, jijman, elatriye). **DCWP pa kapab trete plent ou an si w pa gen dokiman sa yo.**
- 2. DCWP revize plent ou an ak dokiman ou te voye yo.** Si DCWP se pa ajans ki ka ede w la, DCWP voye tounen dokiman plent yo epi, nan pifò ka, li konn mete enfòmasyon pou kontakte ajans ki kapab ede w la.
- 3. Si DCWP se ajans ki kapab ede w la, DCWP ap trete plent ou an epi li kapab bay yon entèmedyè jere li.** DCWP ba ou nimewo dosye ou ta dwe bay lè w ap fè nenpòt swivi sou dosye a.

Pandan pwosesis rezolasyon an, DCWP voye yon kopi plent ou an bay biznis lan pou kapab jwenn yon repons alekri. Apresa, entèmedyè DCWP a pale ak ou menm ak biznis lan, pifò fwa se nan telefòn, pou eseye jwenn yon akò epi pou rezoud pwoblèm nan.

Si ou te depoze yon plent men ou pa jwenn repons DCWP apre 45 jou, tanpri:

- Voye yon imèl bay consumers@dcwp.nyc.gov
- Rele **311** epi di “Estati Demann pou Sèvis”

Tanpri bay nimewo sèvis demann NYC311 ou an.

Remak: DCWP pa ka sèvi w kòm avoka oswa pou li ba w konsèy jiridik. Tanpri sonje n ap voye kopi tout lèt ou yo bay biznis ki enplike nan plent ou an, epi nou kapab bay lòt ajans gouvènman an dokiman sa yo. Se politik DCWP pou li retire enfòmasyon pèsònèl ki kapab idantifye w yo lè l ap pataje dosye achiv piblik mande yo.

Tanpri kenbe fèy enfòmasyon sa a pou dosye ou.

What Happens to Your Complaint?

- 1. You file a complaint and want help from the Department of Consumer and Worker Protection (DCWP).** You include all documents about your complaint (store receipts, bill of sale, warranties, contracts, cancelled checks, letters to the business, judgments, etc.). **DCWP cannot process your complaint without these documents.**
- 2. DCWP reviews your complaint and supporting documents.** If DCWP is not the correct agency to assist you, DCWP returns your complaint materials and, in most cases, includes contact information for the agency that can help you.
- 3. If DCWP is the correct agency to assist you, DCWP processes your complaint and may assign a mediator to handle it.** DCWP gives you the case number which you should reference during any follow-up.

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

If you filed a complaint but have not heard from DCWP after 45 days, please:

- Email consumers@dcwp.nyc.gov
- Call **311** and say “Service Request Status”

Please provide your NYC311 Service Request number.

Note: DCWP 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 DCWP’s policy to remove your personal identifying information when releasing records pursuant to public records requests.

Please keep this information sheet for your records.