

CONSUMER COMPLAINT FORM



MAIL DIRECTLY TO:
Office of the Attorney General
Consumer Protection Section
1525 Sherman Street, 7th floor
Denver, CO 80203
Fax 303-866-4916

**John Suthers
Attorney General
STATE OF COLORADO**



Your complaint will be handled by the Better Business Bureau in the service area where the business is located

YOUR NAME _____
YOUR ADDRESS _____
CITY, STATE _____ ZIP _____
HOME PHONE _____
BUSINESS PHONE _____
E-MAIL ADDRESS _____

NAME OF COMPANY YOU ARE COMPLAINING AGAINST _____
COMPANY'S ADDRESS _____
CITY, STATE _____ ZIP _____
COMPANY'S PHONE _____
COMPANY'S E-MAIL ADDRESS _____
BUSINESS WEBSITE ADDRESS _____
NAME OF SALESPERSON OR PRINCIPAL OF BUSINESS _____

For statistical purposes, please tell us if you are more than 60 years of age? Yes No

PLEASE READ ENCLOSED INSTRUCTIONS BEFORE COMPLETING THIS FORM

Before filing a complaint, the Attorney General and the BBB recommend you try to resolve your dispute with the company's management.

Have you discussed the complaint with the owner or manager of the business? Yes No

Name of the person with whom you spoke _____

When did you speak with this person? _____

Product or Service: _____

Date Purchased _____ Order, Contract, Account or Policy # _____

Was the product or service advertised? Yes No

Where? _____ When? _____

Describe any representations made about the product or service _____

Amount in dispute \$ _____ (actual loss only)

WHAT DO YOU CONSIDER TO BE A FAIR RESOLUTION TO SEEK FROM THE BUSINESS?



JOHN W. SUTHERS
Attorney General

CYNTHIA H. COFFMAN
Chief Deputy Attorney General

DANIEL D. DOMENICO
Solicitor General

STATE OF COLORADO
DEPARTMENT OF LAW
OFFICE OF THE ATTORNEY GENERAL

STATE SERVICES BUILDING
1525 Sherman Street - 7th Floor
Denver, Colorado 80203
Phone (303) 866-4500

Dear Consumer:

Thank you for contacting the Consumer Protection Office about your problem. Experience has shown that many consumer complaints can arise from misunderstandings that often can be resolved when the parties work toward a compromise. If you have been unsuccessful in resolving your complaint yourself, please complete the enclosed consumer complaint form and return it to our office. To prevent delays in the processing of your complaint, please observe the following:

1. Use typewriter or pen with **BLACK INK** to complete the form. Other colors and lead pencil are more difficult to photocopy.
2. Enclose all documents that identify or explain the transaction: for example, sales receipts, contracts, advertisements, correspondence, etc. **DO NOT SEND ORIGINALS.**
3. Make every effort to obtain the **BUSINESS NAME, ADDRESS and a TELEPHONE NUMBER** for the business in question. Without this information, it may not be possible for our office to follow up on your complaint.
4. Present the facts **in the order in which they occurred**. When possible, please provide dates and full names of those you dealt with during your transaction. Please briefly list the specific misrepresentations made to you. Limit your description to only the most important facts and events.
5. Provide a telephone number where you can be reached during the day.

The Colorado Attorney General's office and the Better Business Bureaus have joined in a cooperative effort to protect and resolve consumer complaints. The information that you provide in your complaint may be shared by both Consumer Fraud staff at the Attorney General's office and the Better Business Bureaus.

We would like to pursue every complaint we receive. However, limitations of law, time and staff require us to focus our investigative activities on those complaints that indicate a pattern of unfairness or deception that substantially affect the general public. Although you may feel that the business in question treated you badly, this does not necessarily mean that the business is engaged in unlawful activity.

This office cannot provide legal advice to you. Therefore, to preserve any legal rights you may have, you may wish to seek a private attorney.

Thank you for your time and effort in bringing your issues to our attention.

Very truly yours,

JOHN W. SUTHERS
Attorney General