

## **Instructions for filing a Consumer Statement of Complaint**

**Before filing a Written Statement of Complaint**, calmly and concisely complain directly to the person or firm that sold you the item or performed the service. Complain directly to the headquarters or owner of the company if necessary. Describe the nature of your complaint and what action you would like taken. Keep a record of your efforts to resolve the problem. When you write to the firm or person, describe the problem, what you have done so far to resolve it and the resolution you are seeking. When you call, write down the day, date and phone number. Keep notes of who you spoke with and what they said. Allow time for the person you contacted to resolve the problem.

If unsuccessful, then use this form. Please print, type or write plainly all information in your statement. Use additional paper if necessary. Return the completed form along with clear copies of pertinent materials (advertisements, sales receipts, both sides of cancelled checks, contracts, letters, etc.) to this office: Department of Consumer Affairs, 99 Main Street, Goshen NY 10924.

Be sure to complete the entire form. Illegible or incomplete forms may be returned to you for more information or cause unnecessary delays. A copy of this Written Statement of Complaint will be kept for our files and a copy of this Written Statement of Complaint may be sent to the business or person the complaint is directed against for their position and possible resolution in this matter. A Consumer Affairs representative will notify you, as soon as information is received regarding your complaint.

The Orange County Department of Consumer Affairs does not have jurisdiction over many areas of the law and it may be necessary to transfer your complaint to the proper agency that can best address your problem.

# Consumer Affairs

Written Consumer Statement  
of Complaint Form

99 Main Street  
Goshen NY 10924  
(845) 291-2400

Our File No.:

Vendor:

Complainant: \_\_\_\_\_

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### Consumer Information

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Your Name: \_\_\_\_\_ Home Phone (845) \_\_\_\_\_  
Address Line 1 \_\_\_\_\_ Work Phone \_\_\_\_\_  
Address Line 2 \_\_\_\_\_ Cell/Page/Other \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Email Address \_\_\_\_\_

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### Complaint Information

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Business Name \_\_\_\_\_ Work Phone \_\_\_\_\_  
Owners Name \_\_\_\_\_ Home Phone \_\_\_\_\_  
Address Line 1 \_\_\_\_\_ Fax Number \_\_\_\_\_  
Address Line 2 \_\_\_\_\_ Cell/Page/Other \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Email Address \_\_\_\_\_  
Website \_\_\_\_\_ Other Contact Info \_\_\_\_\_

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### Complaint Details

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Type of Transaction? (e.g. Home Repair, Retail Transaction, Weights & Measures, etc.): \_\_\_\_\_

Date of Transaction: \_\_\_\_\_ Amount Paid? \_\_\_\_\_ How Paid? \_\_\_\_\_  
Did you sign a contract? \_\_\_\_ yes \_\_\_\_ no, Where? \_\_\_\_\_ Date Signed? \_\_\_\_\_  
Have you complained directly to the firm or person? \_\_\_\_ yes \_\_\_\_ no  
Person complained to? \_\_\_\_\_  
Did they respond? \_\_\_\_ yes \_\_\_\_ no If yes date of response? \_\_\_\_\_  
If yes nature of response? \_\_\_\_\_  
Is court action pending? \_\_\_\_ yes \_\_\_\_ no What court? \_\_\_\_\_ Court date? \_\_\_\_\_  
Have you submitted this matter to an attorney or other agency? \_\_\_\_ yes \_\_\_\_ no  
If yes, give the name, address and phone number including area code: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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### Complaint Description

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Briefly Describe Your Complaint (If Necessary, Use An Additional Sheet of Paper)

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*Use second page to further describe your complaint and provide any additional information*

