

Sa Ki Pase Plent Ou?

Tanpri sere fèy enfòmasyon sa a pou mete nan dosye ou yo.

1. Ou fè yon plent (anliy, anpèsòn, pa lapòs) epi ou vle pou DCA ede ou.

Ou mete tout dokiman ki konsène plent ou (resi magazen, bòdwo lavant lan, garanti yo, kontra yo, chèk anile yo, lèt ou voye ba biznis yo, jijman yo elatriye). **DCA pa kapab travay sou plent ou san dokiman sa yo.**

2. DCA resevwa ak revize plent ou ak dokiman sipò yo.

Si DCA se pa ajans ki kòrèk la pou ede ou, DCA ap retounen dokiman plent ou an epi, nan pifò ka yo, l ap ajoute enfòmasyon sou kontra a pou ajans ki kapab ede w la.

3. Si DCA se ajans ki kòrèk la pou ede ou, DCA ap fè yon rezime plent ou epi l ap kòmanse medyasyon. DCA ba ou nimewo reklamasyon ou ta dwe itilize kòm referans pandan nenpòt swivi.

Pandan pwosesis medyasyon an, DCA ap voye yon kopi plent ou ba biznis lan pou li jwenn yon repons alekri. Answit, pi souvan nan telefòn, yon medyatè DCA ap pale avèk oumenm ak biznis lan pou jwenn yon akò epitou pou rezoud zafè a.

Si ou pa tande DCA apre 45 jou, tanpri rele 311 pou tcheke sitiyasyon plent ou. Ou dwe gen nimewo reklamasyon ou disponib.

4. Plent ki fèmen.

Nan kèk ka, si zafè a pa kapab regle, jij lwa administratif DCA yo ap tande plent lan oswa DCA ka ba ou enfòmasyon sou posiblite pou ale nan tribinal.

Tanpri sonje: DCA pa kapab sèvi kòm avoka ou oswa li pa kapab ba ou konsèy legal. Tanpri sonje y ap voye kopi tout korespondans ou yo ba biznis ou pote plent kont li a, epitou nou kapab bay yo pou lòt ajans gouvènman. Se règleman DCA pou retire enfòmasyon idantifikasyon pèsònèl ou lè l ap divilge dosye yo, yon fason ki konfòm avèk demann dosye piblik yo.

Endistri ki gen Lisans DCA

Galri Amizman
Aparèy Amizman (Pèmanan / Pòtab / Tanporè)
Komisè-Prizè
Sosyete Komisè-Prizè (Lokal)
Operatè Jwèt bengo
Konpayi Sekirite
Kabarè (tankou disko)
Sosyete Restoran Vandè
Sigarèt an Detay
Bayè komèsyal (Bengo/Jwèt Chans)
Konsesyonè nan Pwodui pou moun andikape
Ajans Rekouvreman Dèt
Konsesyonè Sèvis Aparèy Elektwonik ak Aparèy Menaje
Magazen Elektwonik
Ajans Plasman nan Djòb
Jwèt Chans
Kafe kote gen Jwèt
Garaj ak Pakin
Vandè Jeneral
Distribitè Vandè Jeneral
Kontraktè Reparasyon Kay

Vandè Reparasyon Kay
Pwopriyetè Taksi-a-cheval ak Chofè Taksi-a-cheval
Lavri
Travayè nan Lavri
Serirye ak Apranti Serirye
Pwojeksyonis Film
Kyòsk journal
Moun ki gen mezon-plàn
Biznis Velopous ak Chofè Velopous
Sal Biya
Sèvè Pwosesis (Òganizasyon) ak Sèvè Pwosesis (Endividyèl)
Vandè/Reparatè Balans
Konpayi ki Tretman Dechè Metal
Konsesyonè vwati Dezyèm Men
Revandè Zamafe Dezyèm Men
Kafe sou Twotwa
Otobis pou Vizite Vil ak Gid pou Vizite Vil
Lavant Espesyal (Fèmti Biznis, Likidasyon, elatriye)
Estann sou Liy Pewon
Bilding Estokaj
Vandè nan Fwa nan Lari pou yon ti tan
Chofè Kamyon Remòkaj ak Konpayi Kamyon Remòkaj
Egzanpsyon Kamyon Remòkaj



Department of
Consumer Affairs

Jonathan Mintz
Commissioner

Dial 311
(212-NEW-YORK)

nyc.gov/consumers
Lang Panyòl disponib padèyè

What Happens to Your Complaint?

Please keep this information sheet for your records.

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, DCA's administrative law judges will hear the complaint or DCA may inform you of the option to go to court.

Please 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.

Industries Licensed by DCA

Amusement Arcade
Amusement Device (Permanent / Portable / Temporary)
Auctioneer
Auction House (Premises)
Bingo Game Operator
Booting Company
Cabaret (including discos)
Catering Establishment
Cigarette Retail Dealer
Commercial Lessor (Bingo/Games of Chance)
Dealer in Products for the Disabled
Debt Collection Agency
Electronic & Home Appliance Service 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
Laundry
Laundry Jobber
Locksmith & Locksmith Apprentice
Motion Picture Projectionist
Newsstand
Pawnbroker
Pedicab Business & Pedicab Driver
Pool or Billiard Room
Process Serving Agency & Process Server (Individual)
Scale Dealer/Repairer
Scrap Metal Processor
Secondhand Dealer Auto
Secondhand Dealer & Secondhand Dealer Firearms
Sidewalk Café
Sightseeing Bus & Sightseeing Guide
Special Sale (Going Out of Business, Liquidation, etc.)
Stoop Line Stand
Storage Warehouse
Temporary Street Fair Vendor
Tow Truck Driver & Tow Truck Company
Tow Truck Exemption