

FILE YOUR COMPLAINT

Thank you for contacting the New York City Department of Consumer Affairs (DCA).

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.

What Do You Want DCA to Do?

Check ONE box only.

I want help with my complaint.

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 dial 311 to check the status of your complaint. 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.

What DCA Needs from You

1. **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 (*).

2. **Make TWO copies of this completed form and all related documents** about your complaint:

- Store receipt(s) or bill of sale
- Warranty
- Contract
- Cancelled checks
- Letters to the business, judgment, etc.

We cannot help you without these documents.

3. **Mail the copies of this completed form and related documents to DCA.** Do not send originals.

NYC Department of Consumer Affairs
Consumer Services Division
42 Broadway, 9th Floor
New York, NY 10004

4. **Keep the original documents for your files.**

Is Your Complaint against a Home Improvement Contractor?

If your complaint is against a home improvement contractor, please answer these questions. To file a complaint with DCA, please know you must reside at the home involved in your complaint. In addition, 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

