



Erie County Department of Public Advocacy

Division of Consumer Protection

95 Franklin Street, Room 651, Buffalo, NY 14202-3904

Tel: (716) 858-1987 • Fax: (716) 858-8311

Erie.gov/ConsumerProtection

ConsumerProtection@erie.gov

CONSUMER PROTECTION COMPLAINT FORM

Use this form to request assistance from the Erie County Division of Consumer Protection. Attach/provide **COPIES** of appropriate documentation (correspondence, invoices, contracts, and related information). This material is necessary to attempt resolution of your complaint. **Please use black ink.** Please print or type all entries.

COMPLETE CONSUMER AND VENDOR INFORMATION

	Consumer Information		Vendor Information
Your Name:		Name of Person or Business/Firm:	
Street Address:		Street Address:	
City, State, Zip:		City, State, Zip:	
Phone Number (Home/Mobile):		Business Phone Number:	
Phone Number (Business):		Business Fax Number:	
Phone Number (Fax):		Your Account or Invoice Number:	
Email Address:		Email Address:	
Your address, if different from above:		Name of person(s) you dealt with at facility:	
Amount Disputed (\$):		Transaction Date:	Amount (\$):

NATURE OF COMPLAINT OR PROBLEM (attach additional pages if necessary):

The resolution sought: Exchange Refund Repair Deposit Returned

Other Restitution (*Identify*): _____

Have you complained to any of the following?

To	Check if Yes	Date Contacted	Name
Company	<input type="checkbox"/>		
Attorney	<input type="checkbox"/>		
Other	<input type="checkbox"/>		

Supporting documentation must be provided before a complaint can be processed.

In filing this complaint, I understand that:

The Erie County Division of Consumer Protection is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Erie County Division of Consumer Protection has initiated a lawsuit or proceeding on my behalf or that it will do so.

The Erie County Division of Consumer Protection cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, the Erie County Division of Consumer Protection may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Erie County Division of Consumer Protection.

The Erie County Division of Consumer Protection works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Erie County Division of Consumer Protection may use information from my complaint in legal proceedings to establish violations of law.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

I DECLARE UNDER PENALTY OF PERJURY THAT THE FOREGOING IS TRUE AND CORRECT.

(Signature)	(Date)
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