

# OFFICE OF ATTORNEY GENERAL

MARTY J. JACKLEY

Division of Consumer Protection

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## CONSUMER COMPLAINT

The Attorney General of the State of South Dakota and the Division of Consumer Protection have the authority to investigate deceptive or misleading business/trade practices and take legal action on behalf of the State of South Dakota. Neither the Attorney General nor his staff can act as a private attorney for you. This office is prohibited by law from providing legal advice to private parties. To preserve any private legal rights you have, you may wish to contact a private attorney in addition to contacting our office.

### 1. Consumer Data:

Your Name: Mr./Mrs./Ms. \_\_\_\_\_

Address: \_\_\_\_\_ County: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Were you under 18 when the transaction occurred? \_\_\_\_\_

### 2. Person or Company complained about:

Company: \_\_\_\_\_

Representative: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_

### 3. How Transaction was initiated (Check one):

\_\_\_\_\_ I responded to a written ad.  
If so, publication \_\_\_\_\_

\_\_\_\_\_ I responded to a Radio/TV ad.  
If so, station \_\_\_\_\_

\_\_\_\_\_ I received information in the mail.

\_\_\_\_\_ I received a telephone call.

\_\_\_\_\_ I contacted or went to firm's business.

\_\_\_\_\_ Firm first contacted me in person in my home.

\_\_\_\_\_ Firm first contacted me in person away from my home.

\_\_\_\_\_ Other \_\_\_\_\_

### 4. Where transaction took place (Check one):

\_\_\_\_\_ My home                      \_\_\_\_\_ Firm's place of business

\_\_\_\_\_ Telephone                      \_\_\_\_\_ Mail

\_\_\_\_\_ Other                              \_\_\_\_\_ There was no transaction

5. Date of Transaction: \_\_\_\_\_

6. Did you sign a contract? \_\_\_\_\_

7. Product or service: \_\_\_\_\_

8. Price \_\_\_\_\_ Amount paid to date \_\_\_\_\_

9. How was the transaction financed? \_\_\_\_\_

**10. Actions taken to date** (Check appropriate responses)

\_\_\_\_\_ I have contacted the firm about my complaint.

Person contacted: \_\_\_\_\_

Date: \_\_\_\_\_ Their reaction: \_\_\_\_\_

\_\_\_\_\_ I have attempted to cancel.

\_\_\_\_\_ I have requested the merchandise.

\_\_\_\_\_ I have retained a private attorney. (If so, list attorney's name and address)

\_\_\_\_\_ I filed a complaint with another agency. (If so, specify) \_\_\_\_\_

**11. Summary of complaint:**

Please describe briefly what you wish to report. Give specific facts in the order they happened with all dates, etc. you can recall. Please attach copies of any papers involved - such as advertisements, receipts, contracts, canceled checks, bills, financing papers and other documents related to your complaint. The documents will be returned to you upon request. (Attach an extra sheet if necessary.)

12. Who referred you to this office? \_\_\_\_\_

13. Would you be willing to testify in court, if necessary? \_\_\_\_\_

The Division of Consumer Protection has my permission to send a copy of this complaint to the person or company complained about. I have read the complaint and hereby certify that the information reported is true and correct to the best of my knowledge, information and belief.

\_\_\_\_\_  
Applicant's signature

\_\_\_\_\_  
Date

State (SDCL 20-13) and Federal (Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973 as amended, and the Americans With Disabilities Act of 1990) laws require that the Office of Attorney General provide services to all persons without regard to race, creed, religion, sex, disability, ancestry, or national origin.