

File a complaint with the Bureau of Consumer Protection:

If you are unable to resolve a complaint yourself, below you will find two options to fill out the Consumer complaint form. The first option is an online form, which allows you to complete the form and submit it to our office [online](#). The second option, the [PDF form](#), allows you to print and complete the form and mail it along with any attachments to our office at the following address:

**Office of Attorney General  
Bureau of Consumer Protection  
14th Floor, Strawberry Square  
Harrisburg, PA 17120**

**ATTENTION: Consumers filing complaints against Penn Imaging, E-Data Financial and Jefferson Regional Medical Center must use [Heath Care Section Complaint Form](#)**

### **Complaint Process**

When we receive your completed complaint form, it will be reviewed by our staff. Depending on the nature of the complaint, one of the following courses of action may be taken:

- In order to expedite the processing and resolution of your complaint, it may be referred to a local consumer group or to another state or federal agency. When your complaint is referred, you will be notified by mail of the name and address of the referral agency or group, so that you may contact them for information concerning your complaint.
- If your complaint is appropriate for this office, we will attempt to mediate your dispute through the services of our Consumer Mediation Unit, and you will be sent a letter with your complaint file number. Please keep your file number for future reference when contacting this office.
- Please note that, because of the volume of complaints received by the Bureau of Consumer Protection, it may take some time before we can thoroughly review your complaint. We ask for, and appreciate, your patience during this time.
- If your complaint is suitable for mediation, an agent will contact both you and the business or individuals with whom you are having a dispute and attempt to mediate and resolve your problem. Please note that most contact is by letter.

When contacting this office, always do so in writing so your file may be kept up to date. It is not necessary to call and check the status of your complaint; you will be notified by mail when we receive information regarding your case. **TO HELP US HELP YOU, PLEASE REFRAIN FROM CALLING ONLY FOR "STATUS REPORTS."**

If mediation efforts are not successful, you may be advised to seek relief either through a private attorney or through small claims court. The Mediation Unit cannot act as your private legal counsel or offer legal advice. The Bureau of Consumer Protection represents the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices.

In certain instances, when there is a compelling public interest or where there are a number of complaints against the same business, the Bureau may file a lawsuit in state or federal court seeking relief on behalf of consumers.

### **How You Can Help Yourself Right Now**

If your claim involves a dispute of charges placed on your credit card, or billing statement or if a merchant has promised to reverse or credit your charge card but has failed to do so, **you must act quickly to preserve your right to challenge a charge.**

Under the Federal Fair Credit Billing Act, your credit card company must receive a **written** dispute notice from you with **60days** after the first bill containing the disputed charge was mailed to you. We cannot dispute this charge for you. Look at the back of your credit card statement for specific information regarding the procedure for filing your dispute. You must file your dispute with your credit card company; a complaint to the merchant or company that made the charge is not sufficient. Even if you file a credit card dispute, you can still file a claim with our office.

It is preferable that you try to resolve your own complaint before contacting the Bureau of Consumer Protection. Instruction to do so follows. However, if you have exhausted your efforts to resolve the problem without success, contact the Office of Attorney General immediately for assistance.

### **Identify the Problem**

Before you complain to a company, be sure to identify the problem, what (if anything) you have already done to resolve the problem and decide what you think is a fair settlement. For example, do you want your money back? Would you like the product repaired? Do you want the product exchanged?

### **Gather Records**

Start a file about your complaint. Include copies of sales receipts, repair orders, warranties, canceled checks, and contracts which will back up your complaint and help the company solve your problem.

Go back to where you made the purchase. Contact the person who sold you the item or performed the service. Calmly and accurately explain the problem and what action you would like to have taken. If that person is not helpful, ask for the supervisor or manager and restate your case. A large percentage of consumer problems are resolved at this level. Chances are yours will be too.

Allow each person you contact time to resolve your problem before contacting another source of assistance.

Keep a record of your efforts and include notes about whom you spoke with any what was done about the problem. Save copies of any letters you send to the company as well as letters sent to you.

### **Writing A Complaint Letter**

- The letter should include your name, address, home and work telephone numbers, and account number, if appropriate.
- Make your letter brief and to the point. Specify all the important facts about your purchase, including the date and place you made the purchase and any information you can give about the product, such as the serial or model number. If you are writing to complain about a service you received, describe the service and who performed it.  
State exactly what you want done about the problem and how long you are willing to wait to resolve it. Be reasonable.
- Include copies of all documents regarding your problem. Be sure to send COPIES, not originals. Don't write an angry, sarcastic, or threatening letter. The person reading your letter probably was not responsible for your problem, but may be very helpful in resolving it.
- Type your letter if possible. If it is handwritten, make sure it is neat and easy to read.
- Keep a copy of all correspondence to and from the company as well as a copy of your complaint.

**Other Assistance**

If you are not satisfied with the response, don't give up. If the company operates nationally or the product is a national brand, call or write a letter to the person responsible for consumer complaints at the company's headquarters, i.e., the company's public relations representative or president. Many companies have toll-free telephone numbers, often printed on the product. Before phoning a company long distance, it might be worthwhile to see if the firm has an "800" number you can dial toll free. To find an 800 number contact "800" directory assistance at 1-800-555-1212. If you have questions concerning the specific application or interpretation of the law, you should consult a private attorney. If you do not have an attorney you can call your county lawyer referral service or your county bar association. Other agencies may be accessed through the blue pages of your telephone directory.

Our office looks at establishing patterns of business practices. Even if you have resolved your complaint you can forward a statement regarding your experience with the attached documents for our office to use for future reference.

We hope we can be of assistance to you.