



If you have an inquiry or want to file a consumer complaint, it is easy as 1, 2, 3, just follow the steps below.

1. What You Need to Know *Before* You File Your Complaint

- Complaints and supporting materials become public records when they are submitted to the Attorney General's office. This means that under the Michigan Freedom of Information Act, some of your materials may be disclosed to anyone who asks for them.
- Your complaint may be sent to the business you are complaining about, and it may be sent to other governmental agencies for their review.
- Some complaints may become the subject of civil or criminal cases and may be disclosed as part of a court proceeding.
- Any information that you give to us will not be sold, rented, or leased.
- We do not return documents, so **make copies of everything that you submit and do NOT submit any original documents.**
- **Do not send sensitive personal information**, like your social security number or credit card information, unless it is necessary for the investigation of your complaint.
- If you believe that you must submit sensitive information, then please send the complaint and any attachments by mail and include your name or Attorney General file number if you have one. **Never send sensitive personal information in an email.**
- Not all consumer complaints are handled by the Attorney General. By law, many other state and federal agencies assist consumers. [Consult the Complaint Directory](#) to find the agency or division that can best help you.

2. How We Process Your Complaint

When we receive your complaint, we will send you a confirmation receipt with your assigned Attorney General file number. The Consumer Protection Division receives thousands of consumer complaints, so it may take a few weeks until your complaint is fully processed.

The Attorney General's office helps consumers by informally mediating complaints. In many cases, this assistance will help you resolve your problem. However, if our mediation is not successful, the Attorney General cannot act as a private attorney on your behalf.

Our mediation process includes a letter from our Consumer Protection Division to the business or individual identified in your complaint. A copy of your complaint and submitted materials will be included with a request for a response.

We will contact you in writing after we have received a reply. If we do not hear back from the business or individual identified in your complaint within 30 days, we will recontact them regarding your complaint.

In some cases, we may be unable to get any cooperation from the business or individual. If they refuse to respond, we will confirm this to you in writing. You may then want to consider filing suit in Small Claims Court or consulting with a private attorney to review your legal options.

3. Filing Instructions

- All complaints should be submitted using our Consumer Complaint form.
- **DO NOT SEND ORIGINALS.** All documents should be on 8-1/2" x 11" paper. You may send your documents here:

Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909-7713
Fax: 517-241-3771

Send by regular mail or fax as listed above. If you have any questions, please call the Consumer Protection Division Monday through Friday from 8:30 AM to 4:30 PM at 517-335-7599 or toll free **877-765-8388**.

Consumer Complaint Form / Inquiry Form

Last Name: _____ First Name: _____

Street Address: _____ City: _____ State: _____ Zip Code: _____ County: _____

Cell Phone: _____ Home Phone: _____ Work Phone: _____

Email Address: _____ Fax: _____

Are you a veteran or active-duty service member? Yes No

Primary Company or Person Your Complaint is About

Company or Name: _____

Street Address: _____
City: _____ State: _____ Zip Code: _____ County: _____

Phone: _____
Fax: _____ Email Address: _____

Website Address: _____

Secondary Company or Person Your Complaint is About

Company or Name: _____

Street Address: _____
City: _____ State: _____ Zip Code: _____ County: _____

Phone: _____
Fax: _____ Email Address: _____

Website Address: _____

Complaint Information

Is your complaint about a bill? Yes No *If yes, please provide a copy.*

Approximate Monetary Value: \$ _____

Did you sign a contract? Yes No Where did you sign this contract? _____

Is a court action pending? Yes No Do you have an attorney representing you on this matter? Yes No

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Information Security, Regulatory Monitoring Division: 888-767-6424.

Vehicle Make, Model, and Year: _____

VIN Number: _____

Complaint Details/Inquiry

Describe your complaint/inquiry and tell us what attempts you have made to correct it, and how you would like it resolved.