Case Number:

FAIRFAX COUNTY
DEPARTMENT OF CABLE AND CONSUMER SERVICES

12000 Government Center Parkway, Suite 433
Fairfax, Virginia 22035-0047
www.fairfaxcounty.gov/consumer.htm
Telephone 703-222-8435 Fax 703-324-3900 TTY 711

COMPLAINANT: Print your name and address

Name _____

Address _____

City _____ State _____ Zip _____

Phone (office) _____ (home) _____

e-mail _____

RESPONDENT: Print name and address of party against whom you are complaining

Name _____

Address _____

City _____ State _____ Zip _____

Phone (office) _____ (home) _____

e-mail _____

PLEASE PROVIDE THE FOLLOWING INFORMATION

(1) Date of transaction: _____

(2) Have you contacted the Respondent about this complaint? Yes ☐ No ☐

If yes, what was the outcome? _____

(3) Did you sign a contract or lease? Yes ☐ No ☐ Expiration Date: _____

Is copy enclosed? Yes ☐ No ☐

(4) What resolution would you consider to be mutually fair? _____

_____

(5) Dollar amount in dispute, if applicable: $ _____

(6) What other agencies/organizations have you contacted for assistance? _____

- FOR OFFICE USE ONLY -

Case Opened ☐ Case Reopened ☐ _____ Case Closed ☐ Case Reclosed ☐

_____

Alleged Nature of Complaint

Complaint Code No. | ST | CAT | Date Opened

R Code | Complainant Name (Last, First Initial)

C Zip Code | Final Amount | Resolve Code | Date Closed

INV | Case No. | Report | Reviewed | Date Reviewed

Forwarded to or other: _____

COMPLAINT FORM INSTRUCTIONS (Please detach)

(1) Please type or print in ink (use extra paper if necessary).

(2) Please enclose copies (not originals) of all pertinent documentation such as leases, contracts, repair invoices, advertisements, etc. Do not enclose any personal data such as social security number or credit card numbers. **FAILURE TO ENCLOSE COPIES MAY DELAY THE PROCESSING OF YOUR COMPLAINT.**

(3) Please be sure to include a telephone number where you can be reached between 8:00 a.m. and 4:30 p.m.

(4) Please complete and sign the attached complaint form and return it to this office.

(5) Reasonable accommodations will be provided for persons with a disability.

PLEASE GIVE A COMPLETE DESCRIPTION OF YOUR COMPLAINT ON THE REVERSE SIDE

COMPLAINT FORM

PLEASE TYPE OR PRINT IN INK AND SIGN AT THE BOTTOM

Please note that a copy of your complaint will be forwarded to the Respondent

Description of complaint: _____

PLEASE READ DISCLOSURE STATEMENTS

The information requested on this form and on any subsequent requests for additional information is subject to the Virginia Government Data Collection and Dissemination Practices Act, Va. Code Section 2.2 -3800 et seq.

All information provided to this office is available for public inspection under the Virginia Freedom of Information Act (§ 2.2-3700, et seq., Code of Virginia), except in the case of ongoing investigations. Closed complaints will be retained for three years after closure and then destroyed.

By signing this form, you authorize the Consumer Affairs Branch and any other local, state, or federal agencies to which we may refer your case, to evaluate your complaint, to contact you, and to take whatever lawful actions are deemed appropriate in your case.

By signing this form, you certify that the statements made herein or on any attached documentation are true and complete to the best of your knowledge, information and belief.

Signature _____ Date _____

COMPLAINT FORM

Consumer Affairs Branch
12000 Government Center Parkway, Suite
Fairfax, Virginia 22035-0047
703-222-8435 TTY: 711

WHAT WE DO:

The Consumer Affairs Branch investigates and responds to complaints concerning both tenant / landlord and consumer problems. Complaints are resolved through mediation or arbitration between the parties and through law enforcement procedures, where appropriate. We can assist you if your dispute involves a business or tenant / landlord transaction that occurred in Fairfax County.

WHAT WE DO NOT DO:

We do not provide legal advice. We do not regulate prices or rents. We do not handle employee vs. employer disputes. We do not handle business vs. business disputes. We do not handle cases against government agencies. We do not handle complaints involving dollar values of $50 or less which do not reflect a potential violation of consumer protection laws.

IF YOU HAVE A COMPLAINT:

Please be sure you have made an effort to resolve the matter by dealing directly with the manager or owner of the company or landlord involved. If you have exhausted all efforts to resolve the complaint yourself, complete this form, both front and back (following the instructions provided on the reverse) and return it to the Division. Upon receipt of your complaint, we will notify you within ten (10) days of the type of assistance that we can offer or if your complaint will be referred to another agency. If you have any questions, please contact the investigator assigned to your case for assistance.