

FAIRFAX COUNTY CONSUMER AFFAIRS

Consumer Affairs assists consumers through advice inquiries, mediation, arbitration, and outreach. Consumer Affairs mediates complaints to ensure businesses and/or landlords are operating in compliance with the Virginia Consumer Protection Act and the Virginia Residential Landlord Tenant Act.



Department of Cable and Consumer Services
12000 Government Center Parkway, St. 433
Fairfax, Virginia 22035
703-222-8435, TTY 711

consumer@fairfaxcounty.gov

www.fairfaxcounty.gov/cableconsumer

Consumer Specialist are available:
Monday through Friday, 8:00 a.m.-4:30 p.m.

FILING A COMPLAINT

Complaints from consumers/tenants against businesses/landlords are filed online at www.fairfaxcounty.gov/consumercomplaint.

Complaints should include a description of the complaint; business contact information; and appropriate receipts, invoices, leases, photos, and other supporting documentation.

COMPLAINT PROCESS

Complaints are assigned to a Consumer Specialist who will send a letter to the business with a copy of the complaint, requesting a response within 10 days. Through voluntary mediation, the Consumer Specialist will work with both parties in an attempt to reach a satisfactory resolution.

ARBITRATION

After mediation efforts have been exhausted, voluntary and legally binding arbitration may be available as an alternative to court proceedings.

COMPLAINT HISTORY

An online complaint history is available with summaries of all closed complaints for the prior 12 months.

OUTREACH

Educational outreach is provided to high schools, senior centers, homeowner associations, and the public. Consumer resources are also posted to the Web site and Facebook.

COMMISSIONS

Consumer Affairs provides staff support to the Consumer Protection Commission and the Tenant-Landlord Commission.



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