



## Department of Consumer Affairs Consumer Complaint Form

**Instructions:** Fill out both sides. Attach copies of supporting documents (contracts, receipts, etc.) that support your complaint. **Do not attach originals.** Questions? Contact us at 216-443-7035. **Return this form to Cuyahoga County Department of Consumer Affairs, 2079 E. 9<sup>th</sup> St., Room 4-200, Cleveland, OH 44115.**

Consumer Name(s): Mr. Ms. Mrs. Dr.	Business Name:
Address:	Contact Person:
City:                      State:              Zip Code:	City:                      State:              Zip Code:
Contact #:                      Cell #:	Office #:                      Cell #:
E-mail (optional):	E-mail: Web Address:

**Please check your age group:**  17 and under  18-59  60-64  65 and older  
*This is optional. Enhanced penalties may be available based upon your age*

**Date of contract or purchase:** \_\_\_\_\_ **Amount paid:** \_\_\_\_\_ (full / partial)

**I was contacted by:**  Telephone  Mail  E-mail/Text  Print Ad  Internet  At Home

**Did you sign a contract or other papers?**  Yes  No    **Were you provided a copy?**  Yes  No

**How Paid:**  Cash  Check  Credit  Debit  Prepaid Card  Money Order  Wire  Other

**Did you complain to business?** \_\_\_\_\_ **If so, result?** \_\_\_\_\_

**If Home Improvement, select type of work (circle all that apply):** Roof    Siding/Gutters    Windows  
 Concrete/Asphalt    Kitchen Remodel    Bathroom Remodel    Carpet/Flooring    Sunroom/Porch    Garage  
 Tree Service    Painting    Lawn Care    Waterproofing    Plumbing    Electrical    Other: \_\_\_\_\_

**Was a building permit obtained?**  Yes  No  I do not know

**On what date was the work started?** \_\_\_\_\_ **Completed?** \_\_\_\_\_

**Did the business notify you of any reasons for delay?**  Yes  No Reason: \_\_\_\_\_

**If the work was not started or only partially completed, did you ask for a refund?**  Yes  No

**Have you referred this matter to another agency, attorney or court?** \_\_\_\_\_

**Fill out next page**

