



CONSUMER PROTECTION AGENCY

Your Complaint Is Important To Us!

How Will My Complaint Be Handled?

Once we receive your complaint form along with supporting documents, it will be reviewed and a copy will be forwarded to the business identified in the complaint. The business then has 10 days to respond to your complaint. The investigator assigned to your case will work with you and the business in an attempt to resolve your dispute.

If your complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency and you will be notified.

If a business is committing unfair and deceptive acts and its conduct warrants, we may choose to utilize our citation authority.

Some complaints will warrant a criminal investigation and will result in the filing of criminal charges with the local State Attorney or Statewide Prosecutor.

What Is An Informal Mediation?

Informal Mediation is an attempt to resolve a dispute between the consumer and a business, by reviewing the facts, and establishing a line of communication between the parties in an effort to reach an amicable resolution.

If we are unable to successfully resolve your complaint, we may suggest you file an action in Small Claims Court or consult with a private attorney. Many complaints that involve contractual disputes or

disputes of the facts can only be resolved by the courts if both parties cannot agree on a resolution.

Although we try to assist all consumers, the fact that we may be unable to directly assist you does not necessarily reflect on the validity of your complaint.

Each complaint, however, remains a part of our complaint tracking system and may be useful to other consumers. Documents provided to this office are generally considered public record.

More Information

This office does not have the authority to offer private legal advice or provide legal representation to individual consumers.

This office generally does not become involved in matters that are already filed in a court of law, or have already been closed by an agency with proper jurisdiction.

We cannot force a business to resolve a complaint, although our contact with the business often results in a resolution.

The Consumer Protection Agency staff will help educate you further in the process of working on your complaint with the hope you can avoid future consumer pit falls.

The Hillsborough County Consumer Protection Agency's website at www.hillsboroughcounty.org/consumerprotection can provide you with very helpful information on many consumer topics.



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