



The South Carolina Department of Consumer Affairs (SCDCA) is the state consumer protection agency and has the role of receiving and mediating consumer complaints. SCDCA encourages consumers to contact the business first to try and resolve a complaint. If you would like to file a complaint with SCDCA, please read the following information so we can better assist you.

ATTENTION: ONLINE FILING AVAILABLE

If you have an email address you can file your complaint online by visiting www.consumer.sc.gov and Clicking "File a Complaint."



Filing online allows our office to receive and process your complaint faster. In addition to having 24/7 access to your complaint, you can also correspond directly with your assigned analyst via our system.

Please read the following information carefully. Be businesslike and do not make degrading remarks or unfounded claims. **Your complaint will not be processed if it contains profanity or vulgar language. It is very important that you provide all of the requested supporting documents.**

Once you file a complaint, it will be assigned to an analyst who will determine if SCDCA can proceed. We can only handle complaints involving a consumer transaction or a business we regulate. *A consumer transaction involves goods or services purchased for personal, family or household use.*

By law, if the complaint falls within another agency's jurisdiction, we will refer it to that agency and notify you. If the business is not regulated, SCDCA will act as a mediator between you and the business. If the business is regulated or licensed by SCDCA, we will attempt to resolve the complaint and may take additional action.

Under the guidelines of the South Carolina Consumer Protection Code, the Department cannot handle the following types of complaints:

- Business versus business;
- Between individuals;
- If you are represented by an attorney;
- Against a government agency; or
- If legal action has already been started, with limited exceptions.

If our office has jurisdiction, we will send the complaint to the business for their response and resolution. Our complaint analysts are knowledgeable about consumer rights and have access to attorneys who provide legal guidance to them. However, staff attorneys represent the state and cannot give personal legal advice. To preserve any legal rights you may have, you may wish to consult a private attorney.

When SCDCA receives a reply from the business, the analyst will review your complaint and the response to determine if additional assistance is needed. **Please let your analyst know if your complaint is resolved before you hear from us.** If the business fails to respond, we will contact you.

Please keep in mind, SCDCA cannot always satisfy the consumer, but will try to determine the obligation of the business. SCDCA receives a large number of complaints which require varying lengths of time to resolve. Your patience is appreciated.

The South Carolina Freedom of Information Act may require SCDCA to release documents you submit, including the complaint. Do not submit sensitive information such as social security numbers, account numbers, or death certificates.

Mail Complaint to: SCDCA Attn: Consumer Services
PO Box 5757
Columbia, SC 29250-5757



Consumer Information	
Name:	
Address:	
County:	
Phone:	
Email:	

Business Information The name and mailing address of the business must be provided to proceed.	
Name:	
Address:	
Contact:	
Phone:	
Email:	

1. Have you filed a summons and complaint with a magistrate's office? Yes___ No___
2. Is an attorney handling your complaint? Yes___ No___

If you answered yes to any of the above questions, please provide the corresponding name, address, and telephone number.

PLEASE ATTACH A COPY OF CONTRACTS, WARRANTIES, CHECKS, BILL OF SALE, ETC.

PLEASE DO NOT SUBMIT SENSITIVE INFORMATION SUCH AS SOCIAL SECURITY NUMBERS, ACCOUNT NUMBERS, ETC.

Complete Explanation of Complaint (Attach additional page(s) as necessary):
Company Response:
What do you want the business to do?

PLEASE SIGN AND DATE THIS COMPLAINT. YOUR INFORMATION MAY BE RELEASED AS A MATTER OF PUBLIC RECORD.

DATE _____ SIGNATURE _____

How did you hear about the South Carolina Department of Consumer Affairs?

- | | |
|--------------------------------------------------------------------|------------------------------------------|
| <input type="checkbox"/> Word of Mouth | <input type="checkbox"/> TV |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Internet Search |
| <input type="checkbox"/> Referred by a Government Agency | <input type="checkbox"/> Social Media |
| <input type="checkbox"/> Referred by a non-government organization | <input type="checkbox"/> Not Sure |
| <input type="checkbox"/> Other | *Please Specify _____ |

Office Use Only	County:
AGE RANGE: 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65-74 <input type="checkbox"/> 75+ <input type="checkbox"/>	