



**STATE OF SOUTH CAROLINA**  
**DEPARTMENT OF CONSUMER AFFAIRS**  
**CONSUMER COMPLAINT FORM INSTRUCTIONS**



**Mailing Address**

P.O. Box 5757  
Columbia, SC 29250-5757

[www.consumer.sc.gov](http://www.consumer.sc.gov)

800-922-1594/ FAX: 803-734-4286

**Street Address**

2221 Devine Street, 2nd Floor  
Columbia, SC 29205

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.

On the [complaint form](#), give enough details for us to understand the issue. Be businesslike. **Your complaint will not be processed if you make degrading remarks or use profanity or vulgar language.** Provide the business name, address and name(s) of persons involved. Also, submit two copies of your supporting documents such as any contract, warranty, cancelled checks, receipts, bill of sale or other relevant information. **These items must be received for SCDCA to process your complaint. Do not send original documents.**

Your complaint will be assigned to an analyst who will determine if SCDCA can proceed. We handle complaints against industries we regulate and those involving a consumer transaction, which means it involves goods or services purchased in South Carolina 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 by any entity, 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.

**SCDCA 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. 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.

SCDCA cannot always satisfy the consumer, however we will try to determine the obligation of the business. Our complaint analysts are knowledgeable about consumer rights and have access to attorneys who provide legal guidance to them. 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. 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.***

Click [here](#) to download a complaint form.