



NEWS FROM SCDCA

South Carolina Department of Consumer Affairs
Brandolyn Thomas Pinkston, Acting Administrator

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FOR IMMEDIATE RELEASE

SCDCA UNVEILS ONLINE COMPLAINT FORM

Columbia, SC – Brandolyn Thomas Pinkston, Acting Administrator of the South Carolina Department of Consumer Affairs is pleased to announce that consumers can now file complaints with the department against businesses online.

The form, which closely resembles its paper counterpart, can be accessed by consumers via a link on the South Carolina Department of Consumer Affairs website. The form may be filled out online and printed out to be mailed, or submitted electronically to the department. However, the normal complaint processing time still applies.

“This new online system makes it more accessible to consumers; they can reach it 24 hours a day, 7 days a week,” said SCDCA webmaster Anna Albers.

SCDCA Programmer Analyst Bryce Hoverman expects that paper forms will make up the bulk of complaints received by the Department for the immediate future. “More people still use the regular mail system,” he said. “But as time goes on and word gets out, there will be more and more online usage.”

“[Doing business online] is the trend of the future,” Albers said. “And we’re just keeping up with that.”

In addition to the online form, consumers still have the option of submitting complaint forms through the mail or calling the department. “It’s a matter of convenience,” explained Hoverman.

In addition to filling out the complaint form online, consumers can also access information and e-mail questions to the Department via the website, which averages 55,000 hits per month. The SCDCA website is located at www.state.sc.us/consumer/.

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