

# NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



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## FOR IMMEDIATE RELEASE

### AFTER HOURS TO DISCUSS THE COMPLAINT PROCESS

**Columbia, SC....**The South Carolina Department of Consumer Affairs (SCDCA) will host this month's "After Hours" seminar on Tuesday, August 21, 2007, at 5:45 p.m. on the second floor of the Department located at 3600 Forest Drive in Columbia. The seminar, "**The Complaint Process,**" will address how consumer can file a complaint with the Department against a business.

This After Hours seminar will not only explain to consumer how they can file a complaint, but also the steps consumers can take to be good consumers. "A good consumer can do a lot to prevent inequities in the marketplace just by doing research, knowing what to look for, and knowing which questions to ask. This seminar should give them the tools to be a better consumer and then know how to ask for help if a problem does arise," said staff attorney Donna DeMichael. DeMichael. She will discuss the basic timeline of processing a complaint but also provide consumers tips on how to independently resolve and eliminate potential business difficulties.

SCDCA "After Hours" is a monthly public information session held on the third Tuesday of each month to provide consumers with relevant education on consumer issues. For more information, contact the SCDCA Public Information Division at 803.734.4190, toll-free at 1.800.922.1594 or online at [www.sconsumer.gov](http://www.sconsumer.gov).

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#### About the South Carolina Department of Consumer Affairs:

Established by the Consumer Protection code in 1974, The South Carolina Department of Consumer Affairs represents the interests of South Carolina Consumers. Our mission is to protect consumers from inequities in the marketplace through advocacy, mediation, enforcement and education.

For more information, visit [www.sconsumer.gov](http://www.sconsumer.gov).

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