

Fast a c t s

FOR CONSUMERS

SOUTH
CAROLINA
DEPARTMENT
OF CONSUMER
AFFAIRS

HOW TO FILE A COMPLAINT

The first step in obtaining satisfaction is to contact the business and be sure they are aware of the problem and have been given the opportunity to remedy the situation. If you cannot resolve the problem by direct discussion with the business, you can call the Department toll free at 1-800-922-1594. You can obtain a complaint form, which should be filled out and returned to the Department along with copies of all contracts, receipts, warranties, guarantees, advertisements or other written agreements.

IF YOU HAVE A COMPLAINT

If you file a complaint with the Department, please remember the following:

- Fill out the complaint form as completely as possible
- Identify the name and current mailing and street address of the company against which you are complaining
- Include the account number (if available) of any account which you have with the business or company against which you are complaining.
- Give a brief, complete and accurate statement of exactly what your problem or complaint is and how you would like it resolved.

FILING A COMPLAINT

Help us help you by providing the additional documents requested such as a copy of your contract, warranty, canceled checks, receipts, bill of sale or Buyer's Guide as appropriate.

WHAT TO INCLUDE

The Department cannot always resolve complaints to the satisfaction of the consumer; however, we will try to determine the obligation of the business based on these facts and advise you. Our complaint analysts are knowledgeable about consumer rights and have access to attorneys who provide legal guidance. The Department resolves a large number of complaints which require varying lengths of time to resolve. Your patience is appreciated and we will contact you as soon as possible.



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