

NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



Brandolyn Thomas Pinkston, Administrator

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FOR IMMEDIATE RELEASE

DEPARTMENT OF CONSUMER AFFAIRS REMINDS CONSUMERS TO CHECK THE DOMAIN NAME BEFORE FILING COMPLAINTS ONLINE

Columbia, SC.....The South Carolina Department of Consumer Affairs reminds consumers to be sure they are using the Department's official website when filing a complaint online. Recently, several consumers notified the Department they mistakenly filed their complaints with an organization whose domain name closely resembles the Department's. **Consumers should file their online complaints at www.scconsumer.gov.** The other site handles complaints in a different manner than the Department. "When consumers call the Department to inquire about the status of their complaint, only to find that it was never received, they are understandably upset. Our staff responds to every complaint received, and we just want to clear up any confusion," SCDCA administrator, Brandolyn Thomas Pinkston, said.

While the Department handles consumer complaints against businesses, it also facilitates dialogue between the consumer and business in hopes of reaching a mutually agreed upon resolution. Businesses that refuse to respond to a complaint filed by a consumer with the Department may be placed on our Buyer Beware List. In 2008 the Department returned in excess of \$2.3 million to South Carolina consumers and is on pace to surpass that amount this year.

For more information, contact the Public Information Division at 803.734.4190, toll free in SC at 1.800.922.1594, or online at www.scconsumer.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.scconsumer.gov.
