

DANIEL P. RUBINSTEIN
DISTRICT ATTORNEY



TWENTY-FIRST JUDICIAL DISTRICT ATTORNEY'S OFFICE

Mesa County Justice Center ~ P.O. Box 20,000 - Dept. 5031 Grand Junction, CO 81502-5001 (970) 244-1730

Dear Consumer:

Enclosed is a consumer complaint form. Please use this form to explain your complaint. Return your complaint along with copies of all documents pertaining to the problem (brochures, advertisements, contracts, correspondence, receipts, invoices, warranties, both sides of canceled checks, and all other written information pertaining to your complaint). Do not send original documents. The District Attorney's Office cannot assume responsibility for original documents. Keep all original documents in your possession. They may be requested at a later date.

Our staff will carefully review your complaint to determine if there is a provable violation of one of the state laws that we enforce. In these cases, we must have jurisdiction, which means that the incident must have occurred within Mesa County, Colorado. If your complaint meets these criteria, it will be investigated in more detail and a deputy district attorney will decide whether or not to file a criminal or civil action. The deputy must consider the facts, the time and the resources available. Our office may also take other action regarding your complaint. This might include referral to small claims court or a private attorney, referral to another consumer protection agency, referral to another law enforcement agency, or an informal meeting between you and the respondent. The filing of your complaint with this office does not constitute a filing of criminal or civil charges.

Under the Colorado Consumer Protection Act and the Motor Vehicle Repair Act, formal action can only be taken when there is a pattern of business conduct prohibited by these acts or a provable violation of a criminal statute. Your complaint may be held in an attempt to match it with others we may receive.

The information you provide in this form will not be kept confidential. A copy of your complaint may be sent to the party complained against for a response. A copy may also be sent to opposing attorneys and to the court.

We will inform you of any action taken by our office as soon as possible. Please allow at least two weeks to process and review your complaint.

Our office cannot render legal advice regarding civil disputes or act as your private attorney. In addition to filing a complaint with this office, you may use Small Claims Court without an attorney if your damages are under \$7,500.00. You may also consider consulting a private attorney concerning your private rights and remedies.

Sincerely,

CONSUMER PROTECTION UNIT

CONSUMER COMPLAINT FORM

READ THIS FORM CAREFULLY. Answer ALL questions that are applicable to your complaint. Provide as much detail as possible. Use additional sheets of paper if necessary. Please print legibly or type.

ENCLOSE COPIES OF ALL RELEVANT DOCUMENTS, INCLUDING: brochures, advertisements, contracts, correspondence, receipts, invoices, warranties, both sides of canceled checks, and all other written information pertaining to your complaint.

KEEP ALL ORIGINAL DOCUMENTS IN YOUR POSSESSION. We do not assume responsibility for original documents. Do not discard original documents. These documents may be requested at a later date.

MAIL YOUR COMPLETED COMPLAINT TO:

District Attorney's Office, Attention: Consumer Protection Unit, P.O. Box 20,000 ~ Dept. 5031, Grand Junction, CO 81502-5001

My name: _____

My date of birth: _____

My business name: _____

My home or business address: _____

City and State: _____ Zip Code: _____

My home phone: _____ My work phone: _____

My complaint is against (business name): _____

The company representative was (person=s name): _____

Business address: _____

Home address: _____

Business phone: _____ Rep's home phone: _____

How did you first learn about the business (ad, internet, etc.)? _____

When did you first have contact with the business (list specific date, if possible)? _____

When did the alleged violation(s) occur (list specific dates and times of each occurrence)?

Where did the alleged violations occur (list specific locations including complete addresses and zip codes)? _____

Did you enter into any contracts or agreements with the suspect (attach COPIES of all documents)?

How much money have you paid? _____

In what manner did you pay it (cash, check, etc.)? _____

On what dates did you pay? _____

At what address did you pay? _____

Did you receive any goods or services from the suspect? _____

If yes, what did you receive? _____

If yes, when did you receive these goods or service? _____

If your complaint concerns auto repairs or service, list the year and make of your vehicle:

Year _____ Make _____ Plate Number _____

Did you complain to the company? _____

If yes, when did you complain? _____

If yes, to whom? _____

What were you told? _____

What adjustment or refund was offered or made? _____

What is the monetary value of your loss? _____

How did you arrive at that figure (use attached sheets if necessary to provide written documentation of your monetary loss)? _____

In what, if any, other ways were you victimized by the suspect? _____

What steps have you taken to resolve the problem? _____

What would be a fair outcome for this case? _____

Were there any witnesses to the alleged violations? _____

If yes, list all names, addresses including zip codes, and phone numbers? _____
