



Getting Help

Many People Have Consumer Problems

It can be frustrating to know that somewhere in the government there is an office which can answer your questions, but you don't know who they are or how to reach them. What to Do if

You Have a Consumer Complaint

If you have a complaint regarding the purchase of goods or services, and the transaction occurred in Orange County, contact the Orange County Consumer Fraud Unit. We will receive and investigate your complaint and attempt to secure a just resolution to the problem. If you are in doubt as to which agency would be best to handle your complaint, contact our Unit and we will either direct you to the proper office or accept your complaint for review and referral as warranted.

Before You Contact Our Unit for Help

Make an effort to solve the problem yourself. Try these tips first:

Go back to the business with which you have a problem. Sometimes consumer complaints are simply a matter of communication between the business and customer. Perhaps if you both make an effort, you can settle the matter on your own. Personally contact the manager, owner, main office, manufacturer or whoever is in charge. Many business people are anxious to solve complaints and keep customers happy.



Getting Help

If You Have Failed in Your Attempt to Get Your Complaint Resolved

If you've tried to resolve your complaint directly with the person or company responsible for the business transaction, and haven't been able to resolve your complaint, call the Orange County Consumer Fraud Unit. We require that all complaints be written on a form provided by the Unit. You may call us at (407) 836-2490 to request a complaint form be mailed to you, secure one in person at 415 N. Orange Avenue, Orlando, or print out the form from your browser. Upon receipt of your completed complaint form and supporting documentation, your complaint will be analyzed to determine the most appropriate action. It

May be Determined That the Complaint Should be Handled by Another Agency

In such case, we will refer the matter to that agency. This is done to avoid having you contact many agencies before reaching the proper one. Once it is decided that the complaint should be handled by this Unit, and may constitute a violation of state law, the matter will be investigated and a determination made regarding the proper disposition of the matter. This action may include the filing of criminal actions against the person or business. Orange County Consumer Fraud Unit Will Investigate the Following . . .

We will investigate consumer complaints that affect the residents or businesses of Orange County. While we do not provide specific information regarding the history of a business,



Getting Help

our closed files are public records and you may come in and review these records to reach your own conclusion regarding a company's complaint history.