



Aramis D. Ayala  
State Attorney

Orange County  
**Consumer Fraud Unit**

415 N. Orange Avenue  
Post Office Box 1673  
Orlando, Florida 32802  
407-836-2490



Jerry L. Demings  
Orange County Mayor

Carlos J. Morales  
Consumer Investigator  
Supervisor

## **Consumer vs. Business Complaint Form**

Dear Consumer,

Thank you for contacting us. We are enclosing a complaint form for you to complete and return to us. To prevent delay in the processing of your complaint, please make sure to enclose copies of all documents or papers that apply to your dispute.

Our office will evaluate your complaint to determine whether we have authority to take action in the matter and you will be notified if we need any additional information. We reserve the right to forward your case to other agencies which may have direct regulating responsibility over the business/industry for which you are submitting a complaint.

Our role in the informal mediation of complaints is to present the consumer's complaint to the business for review in an effort to facilitate a resolution. We cannot require businesses to take a particular action to resolve a dispute.

We cannot act as your private attorney. Our investigators are not attorneys and cannot give legal advice or opinions. If you feel you need legal advice, you will need to consult with a private attorney, legal aid society or other organizations.

Sincerely,

Orange County  
Consumer Fraud Unit

Important: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083 or s. 837.06, Florida Statutes.

Orange County, Florida - Board of County Commissioners  
**Consumer vs. Business Complaint Form**

**Mail completed form and all attachments (receipts, contracts, etc.) to:**

Orange County Consumer Fraud  
P.O. Box 1673  
415 N Orange Avenue  
Orlando, FL 32802  
(Please print or type)

PH: 407-836-2490  
Fax: 407-836-1210

Your name: \_\_\_\_\_

Your mailing address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Day time phone: (\_\_\_\_) \_\_\_\_\_ Alternate phone: (\_\_\_\_) \_\_\_\_\_

Your e-mail address: \_\_\_\_\_

How did you hear about us?

\_\_\_\_\_

**Business or Person Complaint is Against:**

Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Physical address if different: \_\_\_\_\_ [ ] Same

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Contact person: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

E-Mail Address: \_\_\_\_\_ Website: \_\_\_\_\_

**Dispute Information:**

Date of transaction: \_\_\_\_\_ Dollar amount in dispute (if applicable): \_\_\_\_\_

Have you contacted the business/person about this dispute?  Yes  No

Did you sign a contract, lease or other document?  Yes  No

What other agencies/organizations have you contacted for assistance and what was the outcome?

\_\_\_\_\_

\_\_\_\_\_

What type of dispute resolution would you consider being mutually fair? \_\_\_\_\_

\_\_\_\_\_



**PLEASE READ THE FOLLOWING DISCLOSURE STATEMENT**

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All documents and attachments submitted with this dispute are subject to public inspection pursuant to Chapter 119, Florida Statutes. **Please do not include Social Security numbers, bank/credit card account numbers or medical records with your information (unless specifically requested).** If we begin an investigation, a copy of your complaint will be mailed to the person or business you are complaining about **unless** you indicate otherwise.

I hereby certify that I have read this disclosure statement and that the information submitted on this complaint form and in the attached documents are true and complete to the best of my knowledge and belief.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your age category:

Under 20    20-29    30-39    40-49    50-59    60-69    70-79    80-89    90+

**What we do:** The Orange County Consumer Fraud Unit is tasked with the investigation of consumer complaints. In this capacity we provide two basic services for consumers. First, we attempt to mediate consumer complaints through informal contact with the parties involved. Secondly, we investigate complaints to gather evidence of violations of Florida Statutes for criminal prosecution by the State Attorney's Office.

**If you have a dispute:** Please be sure you have made an effort to resolve the matter by dealing directly with the manager or owner of the business. If you have exhausted all attempts to resolve the matter, complete this form and return it to our office. We are not attorneys and cannot represent you legally. We will contact the business and notify you of our findings.

**Orange County Consumer Fraud Unit**

www.orangecountyfl.net

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P.O. Box 1673

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PH: (407) 836-2490    FAX: (407) 836-1210

Email: fraudhelp@sao9.org