

**OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION AND ANTITRUST BUREAU  
33 CAPITOL STREET  
CONCORD, NH 03301  
(603) 271-3641  
(888) 468-4454  
FAX (603) 223-6202**

Thank you for contacting the Consumer Protection and Antitrust Bureau (the "Bureau"). In order to fully and formally evaluate complaints, the Bureau requires all complaints to be submitted in writing. Attached is a copy of the Bureau's complaint form. Please save this first page for your records.

Your complaint will be read and reviewed in the order in which it was received. The Bureau will respond to your complaint as quickly as possible. However, your patience is appreciated as this Bureau receives over 3,000 complaints or inquiries and approximately 30,000 phone calls per year. Please put all of your correspondence in writing and reference the file number assigned to your case when making inquiries about the case. The Bureau requests that you hold such inquiries until a file number has been assigned. Ordinarily, we try to review and assign a file number to a complaint within three weeks of receiving it. However this timetable may vary according to the volume of complaints being processed at any given time.

A paralegal and an attorney will review your complaint and will notify you in writing regarding any assistance we may be able to offer you. Possible actions by the Bureau may include referral to the Bureau's voluntary mediation program, referral to another state agency better able to address the subject of your complaint, or a recommendation that you contact a private attorney or pursue an action in small claims court. If we determine that your complaint is not within the Bureau's jurisdiction, or is otherwise beyond our ability to assist you, we will try to identify other options that you may wish to pursue.

If your case is referred to mediation, please understand that the program is entirely voluntary. Mediation is the act or process of a neutral unbiased third party intervening between conflicting parties to promote reconciliation, settlement or compromise. Neither businesses nor consumers are required to participate in mediation or to accept any resolution arrived at by mediation. However, we have found that mediation is often an effective and satisfactory method of resolving consumer complaints.

COMPLAINT NO.

### CONSUMER COMPLAINT FORM

PLEASE TYPE OR PRINT NEATLY, ANSWER ALL QUESTIONS AS COMPLETELY AS POSSIBLE,  
**ATTACH COPIES OF RELEVANT DOCUMENTS** TO THE COMPLAINT.

YOUR NAME

MAILING ADDRESS

APT. #

CITY STATE ZIP

TEL: WORK TEL:

EMAIL ADDRESS (IF YOU CHECK IT REGULARLY):

### COMPLAINT AGAINST

NAME OF  
BUSINESS:

NAME OF BUSINESS  
REPRESENTATIVE:

ADDRESS:

CITY: STATE: ZIP:

TEL:

EMAIL  
ADDRESS:

1. HAVE YOU COMPLAINED TO THE COMPANY? YES NO

PLEASE ENCLOSE COPY OF COMPLAINT SENT TO THE BUSINESS, AND THE BUSINESS'S  
REPLY, IF APPLICABLE.

2. DESCRIBE THE PRODUCT OR SERVICE PURCHASED :

3. COST OF PRODUCT OR SERVICE: DATE OF PURCHASE:

4. WAS A CONTRACT SIGNED? YES NO

[illegible]

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

IN FILING THIS COMPLAINT, I UNDERSTAND THAT THE ATTORNEY GENERAL IS NOT MY PRIVATE ATTORNEY, BUT REPRESENTS THE PUBLIC IN ENFORCING LAWS DESIGNED TO PROTECT THE PUBLIC FROM MISLEADING OR UNLAWFUL BUSINESS PRACTICES. I ALSO UNDERSTAND THAT IF I HAVE ANY QUESTIONS CONCERNING MY LEGAL RIGHTS OR RESPONSIBILITIES, I SHOULD CONTACT A PRIVATE ATTORNEY. I HAVE NO OBJECTION TO THE CONTENTS OF THIS COMPLAINT BEING FORWARDED TO THE BUSINESS OR PERSON THE COMPLAINT IS DIRECTED AGAINST, OR TO OTHER GOVERNMENTAL OR LAW ENFORCEMENT AGENCIES, OR PUBLIC INTEREST CONSUMER ADVOCATES, INCLUDING THE LEGAL ADVICE AND REFERRAL CENTER, NEW HAMPSHIRE LEGAL ASSISTANCE, FRANKLIN PIERCE LAW CENTER LEGAL PRACTICE CLINIC, BETTER BUSINESS BUREAU AND THE PRO BONO AND LAWYERS REFERRAL PROGRAMS OF THE NEW HAMPSHIRE BAR ASSOCIATION.

SIGNATURE

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