



**Corporations, Securities and Commercial Licensing Bureau**

2501 Woodlake Circle, Okemos, MI 48864 • [www.michigan.gov/cscl](http://www.michigan.gov/cscl)

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## **Filing a Complaint with the Corporations, Securities, and Commercial Licensing Bureau (Bureau)**

*Before filling out a statement of complaint form, please take the time to read the following information; this will help you understand the Bureau's functions, roles, and responsibilities.*

### **WHAT WE CAN DO:**

- We investigate allegations against persons and business entities accused of violating laws and regulations administered by the Bureau. When appropriate, we are empowered to bring administrative actions against the person or business entity to enforce compliance with the applicable laws and regulations.
- The Bureau administers law and regulations that affect the following :
  - Alarm System Contractors
  - Alarm System Providers
  - Carnival/Amusement Rides
  - Cemeteries (Private)
  - Continuing Care Communities
  - Forensic Polygraph Examiners
  - Funeral Homes & Funeral Directors
  - Investments & Securities
  - Pre-Paid Funeral Contract Sellers
  - Professional Employer Organizations
  - Professional Investigators
  - Postsecondary Schools
  - Regulation D Filings
  - Security Guard Agencies
  - Ski Areas
  - State Authorization Reciprocity Agreement (SARA)
  - Taxis, Limousines, and Transportation Network Companies
  - Unarmed Combat (Professional Boxing and Mixed Martial Arts)
  - Vehicle Protection Product Warrantors

**WHAT WE CANNOT DO:**

- We cannot act as a court of law, so we cannot order that monies be refunded, contracts be canceled, damages be awarded, etc. If you have this type of problem you should consult an attorney.
- We cannot act as your attorney.
- We cannot take action in matters involving the internal affairs of a business entity. We only have jurisdiction over regulated activities, not over the way business is being conducted as it relates to non-regulated activities.
- We cannot conduct criminal prosecutions.

**HOW YOU CAN HELP US:**

- Summarize your allegations using these guidelines.
  - Tell us WHAT happened. Start from the beginning. Be specific as to what was said and who said it.
  - Tell us WHO was present during these conversations or acts.
  - Tell us WHEN and WHERE these conversations/acts took place.
  - Tell us WHEN and WHERE the money and agreements changed hands.
  - Tell us HOW you know the representations were false or HOW you know your money was misused.
- Attach photocopies of all documents such as contracts, agreements, certificates, notes, correspondence, legible copies of the front and back of checks involved, prospectus, advertising, etc. Documentary evidence is especially important. **Please do not send originals; we cannot be responsible for their safekeeping and they will not be returned.**
- The Bureau may ask you to provide other documents at a later date to support your allegations

**SEND COMPLETED STATEMENT OF COMPLAINT FORM AND ATTACHMENTS TO:**

State Of Michigan  
Department of Licensing and Regulatory Affairs  
Corporations, Securities, and Commercial Licensing Bureau  
Complaints  
P.O. Box 30018  
Lansing, MI 48909

**WHAT HAPPENS NEXT:**

- The Bureau will send you a written confirmation of receipt of the statement of complaint within 5 days after it has been received.
- If the statement of complaint alleges violations of the laws and regulations administered by the Bureau, the Bureau will investigate.
- If the Bureau does not have jurisdiction over the matter, you will be notified in writing.
- If the Bureau issues a "Notice & Order to Cease and Desist" or "Order of Summary Suspension" you may be needed as a witness on behalf of the Bureau, as determined by the Bureau's hearing representative.
- The respondent may request a compliance/settlement conference, between them and the Bureau, prior to the contested case hearing to discuss compliance with the laws and regulations, and to possibly settle the "Notice & Order to Cease and Desist" or "Order of Summary Suspension."
- If you are needed as a witness at a contested case hearing, the Bureau's hearing representative will generally contact you to discuss what is expected and the documents you should bring to the contested case hearing.
- The administrative law examiner presiding over the contested case hearing will determine whether a violation of the law or regulation has occurred and issue a proposal for decision, or a hearing report will be issued for complaints under the Unarmed Combat Regulatory Act, 2004 PA 403. The hearing report is sent to the Unarmed Combat Commission.
- The Unarmed Combat Commission must accept the administrative law examiner's findings of fact and conclusions of law. The Unarmed Combat Commission will make a decision and the Bureau will issue a "Final Order" about the decision, including any penalties, which may include: license limitation, suspension, revocation, fine, or probation. For all other cases, the respondent is given 21 days from the date the proposal for final decision was issued to file exceptions, and the Bureau can choose to respond to those exceptions. After the exceptions, responses, or 21 day period lapses, a "Final Order" is issued by the Bureau.

LARA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

## STATEMENT OF COMPLAINT

**COMPLAINANT:** The Department has jurisdiction in only certain matters involving consumers and licensees in the areas listed below. If the Department has jurisdiction over your allegations, an investigation will be conducted for possible licensing action by the Department. Your individual remedies should be pursued in the civil courts.

| THE COMPLAINT IS AGAINST   | INFORMATION ABOUT YOU   |
|--|---|
| Name of Licensee (Company)<br><input style="width: 95%;" type="text"/>                                 | Name<br><input style="width: 95%;" type="text"/>  |
| Address (Number and Street)<br><input style="width: 95%;" type="text"/>                                | Address (Number and Street)<br><input style="width: 95%;" type="text"/>   |
| City, State <input style="width: 60%;" type="text"/> Zip Code <input style="width: 20%;" type="text"/> | City, State <input style="width: 60%;" type="text"/> Zip Code <input style="width: 20%;" type="text"/>  |
| Telephone Number<br><input style="width: 95%;" type="text"/>   | Telephone Number<br><input style="width: 95%;" type="text"/>  |
| Name of Person You Dealt With <input style="width: 70%;" type="text"/>                                 | E-mail address<br><input style="width: 95%;" type="text"/>  |
| License Number (if known) <input style="width: 70%;" type="text"/>                                     | Are you willing to testify in a hearing?<br><input type="checkbox"/> Yes <span style="margin-left: 150px;"><input type="checkbox"/> No</span> |

Indicate which of the following the complaint is against:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>Alarm System Contractor</li> <li>Alarm System Provider</li> <li>Carnival/Amusement Ride</li> <li>Cemetery (Private)</li> <li>Forensic Polygraph Examiner</li> <li>Investment &amp; Securities</li> <li>Professional Investigator</li> </ul> | <ul style="list-style-type: none"> <li>Postsecondary Schools</li> <li>Pre-Paid Funeral Contract Seller/Provider</li> <li>Professional Employer Organization</li> <li>Security Guard Agency</li> <li>Ski Area</li> <li>Unarmed Combat</li> <li>Vehicle Protection Product Warrantor</li> </ul> |
|--|---|

\* Attach a brief detail of the allegations.

\* Attach copies of all documents such as contracts, agreements, certificates, notes, correspondence, legible copies of the front and back of checks involved, prospectus, advertising, plans or specifications, etc. Please do not send originals; we cannot be responsible for their safekeeping and they will not be returned.

\*The Department may ask you to provide other documents at a later date to support the allegations.

|  |  |
|--|--|
| I understand the information provided will not be returned, will be used for investigative purposes, and may be subject to release under the Freedom of Information Act. |  |
| <input style="width: 95%;" type="text"/>   | <input style="width: 95%;" type="text"/> |
| <i>SIGNATURE</i>   | <i>DATE</i>                              |