

DANA NESSEL ATTORNEY GENERAL



Consumer Complaints 101

mi.gov/ag

1

Review the online Complaint Directory to identify the agency or division that can best help you.

2

Submit your complaint by mail, by fax, or online.

3

Consumer Protection will informally mediate most complaints by contacting the business and request a response.

4

You will be notified in writing of the outcome.

If the process fails to resolve your issue, you may want to consider filing a small claims action or consult with a private attorney.

The Attorney General cannot act as a private attorney on your behalf.



mi.gov/agcomplaints



Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909
Fax: 517-241-3771



877-765-8388
517-335-7599



FILING INSTRUCTIONS

- Head to mi.gov/ag and select file a complaint.
- Include details. Tell us what you have done and how you would like the problem resolved.
- Include your address and telephone number and those of the business.
- Submit 8-1/2" x 11" single-sided documents.
- **Do not send original documents!** Send copies and keep the originals.
- **Do not submit sensitive information** like your social security, bank account, or credit card numbers, unless it is necessary to mediate your complaint.
- **Sensitive information should never be sent in a text or email.** Send your complaint by mail if you must include such information.

What happens to your complaint and other information?

- They may be sent to other governmental agencies for their review.
- They become public documents.
- They will only be used by us to respond to you or investigate your complaint.
- They will not be shared, sold, or leased to third parties.



Dana Nessel
Attorney General

For more information:

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