



CUSTOMER DRIVEN
BUSINESS MINDED

Corporations, Securities and Commercial Licensing Bureau

2501 Woodlake Circle, Okemos, MI 48864 • www.michigan.gov/cscl

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 laws and regulations that affect the following :
 - Cemeteries (Private)
 - Continuing Care Communities
 - Forensic Polygraph Examiners
 - Mortuary Science
 - Investments & Securities
 - Pre-Paid Funeral Contract Seller/Provider
 - Professional Employer Organizations
 - Professional Investigator
 - Regulation D Filings
 - Security Alarm Contractors
 - Security Alarm Systems Registration
 - Security Guard Agency
 - Transportation Company (Taxi, Limousine and Transportation Network Company)
 - 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, plans or specifications, 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 Formal Complaint 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 Formal Complaint.
- 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 residing 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.



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/Individual)			Name		
Address (Number and Street)			Address (Number and Street)		
City	State	Zip Code	City	State	Zip Code
Telephone Number			Telephone Number		
Name of Person You Dealt With			E-mail address		
License Number (If known)			Are you willing to testify in a hearing? <div> <div>Yes</div> <div>No</div> </div>		

Indicate which of the following the complaint is against:

Cemetery (Private)

Forensic Polygraph Examiner

Investment & Securities

Mortuary Science

Pre-Paid Funeral Contract Seller/Provider

Professional Employer Organization

Professional Investigator

Security Alarm Contractors

Security Alarms Systems Registration

Security Guard Agency

Transportation Company

Unarmed Combat

Vehicle Protection Product Warrantor

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 wish to file this complaint anonymously. It is my understanding that by doing this, I will not receive any correspondence or communication regarding the complaint. **Any documents and personal information submitted with this complaint may be provided to the respondent as part of the investigative process.**

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. Any documents and personal information submitted with this complaint may be provided to the respondent as part of the investigative process.

SIGNATURE

DATE _____