

Formal Telephone Complaints

You object to a telephone company's action that results in you working with the company to resolve the problem. However, you disagree with the company's opinion. You appeal the company's decision to the Michigan Public Service Commission (MPSC) but are not happy with the answer. What can you do now

File a Formal Complaint

To file a formal complaint, a customer must prepare a letter, or complaint, explaining the problem. You may find a copy of the formal complaint form online at: michigan.gov/mpsc. Mail the original complaint and 7 copies to:

Executive Secretary
P.O. Box 30221
Lansing, MI 48909

The written complaint must include:

- customer's name, signature, address, telephone number where MPSC staff may contact the customer between 8:00 am to 5:00 pm;
- name and address of the company with which the customer is having the problem;
- address of the location where the problem took place and the name and telephone number on the account;
- the time during which the actions involved in the problem took place (chronology of events), including months and days, as accurately as possible;
- a description of what happened, the names

and addresses of persons involved and the amount(s) of money, if any, in question; and

- a statement of what the customer wants done about the matter.

It is important to be as detailed and accurate as possible

Hearing Process

An administrative law judge conducts hearings on complaints in a trial-like proceeding. The customer and company participate in the hearing. The MPSC staff may also participate. Lawyers will always represent the company. The customer may hire a lawyer, represent him/herself (excluding incorporated businesses), or bring anyone the customer wants to help. The customer must present information and witnesses, etc. to prove or justify their position.

After the hearing, the judge will issue a proposed decision. However, the Commission always makes the final decision, and it will issue its decision in a Commission Order.

During this process the parties may continue to try to settle the problem. However, the MPSC must approve any agreement that is reached. The hearing process must be completed within 180 days.