



County of Bucks

DEPARTMENT OF CONSUMER PROTECTION / WEIGHTS & MEASURES

50 N. Main Street, Doylestown, PA 18901
(215) 348-7442 -- FAX (215) 348-4570
1-800-942-2669

County Commissioners
CHARLES H. MARTIN, Chairman
ROBERT G. LOUGHERY, Vice Chairman
DIANE M. ELLIS-MARSEGLIA, LCSW

MICHAEL D. BANNON
Director/Chief Sealer

Consumer Complaint Form

Before completing the form, please make sure you have followed our guidelines:

- Have you sent the business letter or an email addressing the problem?
- Do you have copies of all relevant documents?

Consumers with a complaint against a business should fill in the information requested below and send it to the Bucks County Consumer Protection Office. When the department receives your complaint, it will be assigned to an Investigator and you will be notified. The Investigator will mail a copy of your complaint to the business and ask for a reply. Many companies will, at this point, resolve customer complaints.

The Department Investigator will attempt to mediate matters which the consumer and business cannot resolve. If mediation is unsuccessful, you will be notified that the Department can take no further action since it cannot act as a private citizen's attorney. In the case of a criminal fraud, the Department will coordinate efforts with the Consumer Fraud division in the District Attorney's office.

Consumer Name: _____

Address: _____

City/State/Zip: _____

Home phone number: _____

Cell phone number: _____

Work phone number: _____

Email address: _____

Optional: Are you over the age of 60? yes no

Complaint Information:

Company Name: _____

Address: _____

City/State/Zip: _____

Telephone number: _____

Please explain your complaint. Be sure to include dates, prices, company contact person, and any other important details.

What do you feel is a fair solution to this problem?

List any other agencies that you have sent this complaint to coordinate our efforts on your problem.

Please provide copies of all relevant documents by using one of the following methods:

Email to: consumerprotection@co.bucks.pa.us

Fax to: 215-348-4570

Or

Mail this document along with copies of your documents to:

Department of Consumer Protection

50 N. Main Street

Doylestown, PA 18901