



OFFICE OF THE DISTRICT ATTORNEY  
COUNTY OF SOLANO

KRISHNA A. ABRAMS  
DISTRICT ATTORNEY

Paul D. Sequiera  
Chief Deputy

Bruce T. Flynn  
Chief Deputy

James L. Barnes  
Chief Investigator

CONSUMER AND ENVIRONMENTAL CRIMES UNIT (CECU)  
COMPLAINT INFORMATION SHEET

Enclosed you will find a Consumer Complaint Form. Please complete the form with as much detail as possible. If submitting by mail, attach copies (not originals) of all pertinent documents, contracts, work orders, receipts, canceled checks (front and back showing endorsement), or any correspondence that you may have in connection to your complaint. If submitting online, please scan any supporting documentation along with your complaint.

Before you complete the complaint form, please remember the following information. The CECU will have jurisdiction only if one of the following situations apply:

- A. A consumer transaction with a company that occurred in Solano County; or
- B. The company is located in Solano County

If none of these apply to you, please contact the district attorney's office where you reside, where the company is located, or where the transaction occurred.

Please know that this office represents the State of California in this judicial district. The CECU is designed to protect California consumers from unlawful or unfair business practices and/or false and misleading advertising by companies or certain individuals. This office will not represent individual consumers nor will it represent individual companies.

As a point of information, a "consumer" is defined as someone who purchases or leases a service or a product which is primarily for family, household, or personal use. The definition does not include a company that complains against another company for alleged violation of law.

It is the policy of this office to have WRITTEN complaints on file before we determine if any action by this office would be appropriate.

Your complaint is **very** important to this office as we need to determine what consumer problems exist that may impact the State of California. If this office receives numerous complaints against a company, a basis may exist for the district attorney's office to investigate the matter further.

Usually, this office will not file an action unless an alleged pattern of fraud exists. This office needs to receive written consumer complaints to establish such a pattern. The CECU will then monitor the business practices of a company to determine if the received complaints constitute a sufficient pattern of alleged fraud.

Although this office is **prohibited** from giving legal advice, we will provide information about your consumer rights. This may include referring you to the appropriate agency that would accept your complaint.

If your complaint involved a loss of \$10,000.00 or less, we encourage you to talk to the Small Claims Court legal advisor Monday-Friday from 8:00 a.m. – 12:00 p.m. at (707) 422-7433 to determine if a Small Claims Court action would be appropriate.

Thank you for understanding the importance of filing consumer complaints that may ultimately lead to civil or criminal prosecution by this office.



# CONSUMER COMPLAINT FORM

(PLEASE TYPE OR WRITE IN INK)

<b>NAME OF BUSINESS AND/OR PERSON COMPLAINED OF</b>	<b>ADDRESS OF BUSINESS OR PERSON COMPLAINED OF</b>
<b>TELEPHONE NUMBER</b>	<b>NAME(S) OF INVOLVED SALESPERSON(S)</b>
<b>DATE OF TRANSACTION OR EVENT</b>	<b>PLACE OF TRANSACTION OR EVENT</b>
<b>NAME OF PRODUCT OR SERVICE TYPE INVOLVED</b>	<b>WAS A CONTRACT SIGNED (IF SO, ATTACH COPY)</b> YES, CONTRACT ATTACHED                      No
<b>DATE MONEY PAID OR CREDIT CARD USED</b>	<b>LOCATION WHERE MONEY WAS PAID OR CREDIT CARD USED</b>

WERE ADVERTISEMENTS INVOLVED?    YES                      NO    IF YES, DATE:                      WHERE DISPLAYED:

HAVE YOU FILED A SMALL CLAIMS COURT CLAIM?    YES                      NO    IF YES, WHEN:                      HEARING DATE:

WERE YOU AN ACTIVE DUTY SERVICE MEMBER / MILITARY VETERAN AT THE TIME OF TRANSACTION OR EVENT?  
 YES – ACTIVE SERVICE                      YES – MILITARY VETERAN/RETIRED                      No

**EXPLAIN FULLY:** (DESCRIBE EVENTS IN THE ORDER IN WHICH THEY OCCURRED. ATTACH ADDITIONAL SHEETS IF NECESSARY)

NAMES & ADDRESSES OF ANY WITNESSES:

CAN A COPY OF THIS COMPLAINT BE SENT TO THE COMPANY COMPLAINED ABOUT?  YES     NO

**YOUR NAME / ADDRESS / PHONE / EMAIL**

<b>NAME:</b> (PLEASE PRINT)		
<b>ADDRESS:</b>		
<b>HOME PHONE:</b>	<b>WORK PHONE:</b>	<b>EMAIL:</b>

I wish to file a complaint against the company named above. I understand that the District Attorney is unable to represent private citizens seeking the return of their money or other personal remedies. I am, however, filing this complaint to notify the District Attorney of the activities of this company.

I declare under penalty of perjury the foregoing is true and correct.

**DATE:**                      **SIGNATURE:** \_\_\_\_\_

**EXPLANATION (CONTINUED):** (IF NECESSARY, ATTACH ADDITIONAL SHEETS)