



## CITY OF DES PLAINES

1420 Miner / Northwest Highway \* Des Plaines, Illinois 60016 – 4498 \* ( 847 ) 391 – 5300

### City of Des Plaines Consumer Protection Services

#### Scope and Mission of Des Plaines Consumer Protection Services:

- **Educate** Des Plaines residents on consumer-related issues, including, but not limited to: auto and home repair and remodeling concerns, as well as retail issues.
- **Mediate** between residents and businesses to attempt to resolve consumer-related issues and complaints as an alternative to other more costly and time-consuming procedures.
- **Communicate** unresolved issues to the Des Plaines Consumer Protection Commission for further consideration.

#### Who Can File a Complaint with Consumer Protection Services?

□ Any Des Plaines resident (*Complainant*) may file a consumer protection complaint against any business (*Respondent*) arising from a consumer transaction occurring within the corporate limits of the City of Des Plaines, no later than one year following the transaction. A resident may be an individual, partnership, corporation, condominium association or not-for-profit entity. Note: The City of Des Plaines Consumer Protection Commission shall consider only alleged violations of the Consumer Protection Ordinance which have occurred within **one year** from the date said violation is alleged to have occurred.

#### How Do I File a Consumer Protection Complaint?

1. Fill out the consumer complaint form. This form can be found on the 6<sup>th</sup> floor of City Hall, as well as online at [www.desplaines.org](http://www.desplaines.org). At the City's website surf to "Online City Reference Desk" and click on the "Forms" menu to the left.
2. Be sure to be as detailed as possible, and submit copies of any documentation including contracts and receipts.
3. Make a copy of the completed form, as well as all supporting documentation, and submit to:

City of Des Plaines Consumer Protection  
1420 Miner Street – Suite 401  
Des Plaines, IL 60016

## **Important Information for the Consumer (Complainant)**

- The City does not retain the services of any professional (for example: attorney, accountant, engineer, mechanic, etc.) for purposes of obtaining professional advice desired by either the Complainant or Respondent. However, either party may elect to retain professional services at their own expense at any time during the process.
- Des Plaines Consumer Protection Services is prohibited from acting as an attorney for any party and from making any referral to an attorney. Further, the City of Des Plaines and its employees are not required to provide either party with any professional advice, expertise, recommendations or referrals regarding obtaining professional advice.

## **What Happens After I File?**

1. Once the complaint form and supporting documents have been received, the Consumer Protection Coordinator will review your information.
2. The Consumer Protection Coordinator will notify the Respondent by telephone and/or by mail and will attempt to resolve the complaint directly with the Respondent. A complete copy of the complaint and all attachments will be forwarded to the Respondent. The Consumer Protection Coordinator will advise you (the Complainant) of any action taken on your behalf.
3. If your complaint is resolved to the satisfaction of both parties, it will be dismissed.
4. If your complaint is not resolved, it will be referred to the Consumer Protection Commission and the Commission may elect to hear the complaint.

## **What if I Need Additional Assistance or Information?**

You can obtain more information or assistance regarding consumer protection information:

By Phone: (847) 391-5303

By Email: [consumerprotection@desplaines.org](mailto:consumerprotection@desplaines.org)

By Mail: Des Plaines City Hall  
1420 Miner Street, Suite 401  
Des Plaines, IL 60016

In Person Des Plaines City Hall  
Consumer Protection Office, 4<sup>th</sup> Floor  
8:30 a.m. to 5:00 p.m. Monday through Friday



CITY OF DES PLAINES  
CONSUMER PROTECTION SERVICES  
1420 Miner St, Suite 401  
Des Plaines, IL 60016  
(847) 391-5303

## Consumer Complaint Form

(Please type or print clearly in black or blue ink)

### Consumer/Complainant Information

Name: Mr./Mrs./Ms. \_\_\_\_\_

Address: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

How did you learn about this service? \_\_\_\_\_

### Nature of Complaint/Respondent Information (Please attach all relevant documents.)

Business Name: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Sales Person: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_ Transaction Date: \_\_\_\_\_

Written Contract? YES NO (If yes, please attach) Cost of Product: \_\_\_\_\_ Form of Payment: \_\_\_\_\_

Have you attempted to resolve your complaint directly with the business? YES NO

Was any form of resolution reached? YES NO

Have you attempted to resolve your complaint through another agency (i.e. Better Business Bureau), the legal system, or through a credit card company? YES NO Was any resolution reached? YES NO

**Describe your complaint in chronological order. Please be as specific as possible, and include dates, times and names. Please attach additional sheet(s) if more space is needed.**

**Notices to Consumer/Complainant**

- I understand that the City of Des Plaines Consumer Protection Commission shall consider only alleged violations of the Consumer Protection Ordinance which have occurred within **one year** from the date said violation is alleged to have occurred.
  
- I understand that I must submit copies of all relevant documents including but not limited to: invoices, contracts, correspondence, proof of payments, etc. within **60 days** of filing a complaint with the City of Des Plaines Consumer Protection Services. I understand that failure to submit these documents within the specified time limit will be considered cause for dismissal by the Consumer Protection Commission. I understand any documents submitted in support of this document will not be returned.
  
- I understand that the City of Des Plaines Consumer Protection Service is prohibited from acting as my attorney, or from making any referral to any attorney. I also understand that I may retain the services of a professional (i.e. attorney, accountant, engineer, mechanic, etc.) for the purposes of obtaining professional advice regarding this complaint. I understand that these costs are solely my responsibility.
  
- I understand that this complaint will be forwarded to the Respondent.

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**By filing and signing this City of Des Plaines Consumer Protection Complaint, I verify that I have read and understand the above notices, and that all information is true, correct and complete to the best of my knowledge.**

\_\_\_\_\_

Date

\_\_\_\_\_

Complainant Signature

**Return completed form and copies of all supporting documents to:  
City of Des Plaines Consumer Protection Services, 1420 Miner St, Suite 401 Des Plaines, IL 60016**