

HOW TO FILE A COMPLAINT:

WHAT IS CONSUMER MEDIATION?

Consumer Mediation provides assistance and guidance to Mississippi consumers via its **COMPLAINT PROCESS**. Consumer Mediation fields inquiries about a variety of topics, such as product warranty issues, auto sales, home improvement projects, vacation rentals/timeshares, and retail product purchases. Consumer Mediation also provides education and awareness on such topics as scams, identity theft, landlord tenant issues, and price gouging.

Make your way to the "DIVISIONS" page by clicking on this icon at the top of the Mississippi Attorney General website.

1



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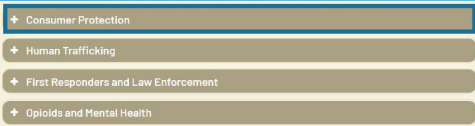
Select the "Public Education and Community Engagement" division from the list of divisions located on the far right side of the web page.

Public Education and Community Engagement

2

Selecting this will bring you to the division's landing page.

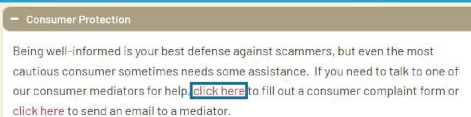
Next, select "Consumer Protection" from the list displayed.



3

Once selected, a drop-down box will appear underneath.

Within the drop-down box, select the linked consumer complaint form by selecting "click here" in red letters. Fill out each prompt given.



4

Once all fields are completed, click submit!

Once submitted, a mediator will review and be in touch.