

Consumer Complaint Information

Consumer Protection and the Attorney General's Authority

The Idaho Consumer Protection Act prohibits commercial sellers from engaging in unfair competition and unfair and deceptive business practices in trade and commerce. The Attorney General enforces the Act and may file civil actions on behalf of the State of Idaho in situations of statewide significance.

The Attorney General does not represent individual consumers.

When to File a Complaint

If you experience a loss of property because of a seller's misleading or deceptive business practices, you should file a complaint with the Consumer Protection Division. You can submit your complaint to our voluntary dispute resolution process or provide your complaint for informational purposes only.

Dispute Resolution Process

Our dispute resolution process is voluntary and requires the cooperation of all parties. If your complaint claims a violation of the laws our office enforces, we will forward it to the business for a response. If we receive a response, we will send it to you. This process may take several weeks to several months. If you need to "update" your complaint after submitting it, please do so in writing. **If you have a legal emergency, you should contact a private attorney.**

Public Record Disclosure

Your complaint form and any supporting documents you provide are public records. **Do not send us original documents or documents that show personal identifying information** (SSN, DOB, driver's license number, and bank account numbers). "White-out" personal or confidential data before you send it to our office.

Other Complaint Resolution Options

- Idaho Lawyer Referral Service (<https://isb.idaho.gov>)
- Better Business Bureau (www.bbb.org)
- Small Claims Court (<http://courtsselfhelp.idaho.gov>)
- Idaho Division of Occupational & Professional Licenses (<https://dopl.idaho.gov>)
- Idaho Department of Finance (www.finance.idaho.gov)
- Idaho Department of Insurance (<https://doi.idaho.gov>)
- Federal Trade Commission (www.ftc.gov)
- Consumer Financial Protection Bureau (www.consumerfinance.gov)
- Internet Crime Complaint Center (www.ic3.gov)