

61—1.6(13) Forms.

1.6(1) Complaints to the consumer protection division may be made by letter or by completion of a Consumer Protection Complaint Form which asks for the name, address, and telephone numbers of the complaining party and the person against whom the complaint is brought, the product or service involved, date of purchase or contract, and amount of purchase or contract. The form also asks the complainant to describe any prior contacts with the company, to state whether an attorney has been contacted, to state what relief is sought to resolve the complaint, and to provide a summary of the complaint.

1.6(2) Complaints to the farm division may be made by letter or by completion of a Farm Division Complaint Form which asks for the name, address, and telephone numbers of the complaining party and the person against whom the complaint is brought, the product or service involved, date of purchase or contract, and the amount of the purchase or contract. The form also asks the complainant to describe any prior contacts with the company, to state whether an attorney has been contacted, to state what relief is sought to resolve the complaint and to provide a summary of the complaint.

The division also has forms which address specific types of complaints including feeder cattle, swine, herbicides and pesticides, and steel buildings.

1.6(3) Copies of the complaint forms may be obtained from the Consumer Protection Division or the Farm Division of the Office of the Attorney General, Hoover State Office Building, 1300 East Walnut, Des Moines, Iowa 50319, or by calling (515)281-5926 or 281-6634.