



COMMONWEALTH OF KENTUCKY  
OFFICE OF THE ATTORNEY GENERAL

DANIEL CAMERON  
ATTORNEY GENERAL

1024 CAPITAL CENTER DRIVE  
SUITE 200  
FRANKFORT, KENTUCKY 40601

Dear Kentucky Consumer:

The Office of the Attorney General works with consumers and businesses to address marketplace concerns.

The mediation services provided by the Attorney General's Office under the Consumer Protection Act assist consumers with problems, complaints, and disagreements over goods or services in the marketplace. Many complaints against businesses are resolved upon notice of the problem to the business by this office.

During our office's preliminary review of your complaint, if your problem is determined to be outside our office's jurisdiction, we will return your inquiry and refer you as efficiently as possible to the governmental agency you should contact for assistance. Should your problem be determined appropriate for mediation, we would initiate contact with the company you have indicated in your complaint and request a written response from the company within 30 days. We would then provide you with a copy of the company's response and work with you to determine if further steps are appropriate. **Should you submit a consumer complaint form and mediation ultimately be explored with the business, please keep in mind that it could take 30-40 days before we can provide you with an update.**

Our office cannot act as a private attorney for any consumer's complaint. If you are in need of immediate legal action, please contact a private attorney, and/or consider Small Claims Court if your disputed claim is less than \$2,500.00 total. If you do not have a private attorney and are not sure where to begin, please consider utilizing one of the Kentucky Bar Association's lawyer referral programs for guidance. Information for the regional lawyer referral programs can be found at: <https://www.kybar.org/page/lawreferserv>.

Thank you.

**SCAM**ALERTS- Text KYOAG Scam to GOV 311 (468311) to be alerted when scammers are on the [attack](#) or visit [www.ag.ky.gov](http://www.ag.ky.gov).

# CONSUMER MEDIATION REQUEST FORM

DANIEL CAMERON  
ATTORNEY GENERAL



RETURN TO:  
Office of the Attorney General  
Office of Senior Protection and Mediation  
1024 Capital Center Drive • Frankfort, KY 40601  
Hotline: 1-888-432-9257 • FAX: 502-573-7151  
www.ag.ky.gov

*TYPE OR PRINT NEATLY. SUBMIT TWO COPIES OF THE COMPLAINT AND TWO COPIES OF ANY DOCUMENTS SUBMITTED.*

Name  Mr  Mrs  Ms \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ County \_\_\_\_\_

Home phone \_\_\_\_\_ Work/Cell Phone \_\_\_\_\_

Email Address \_\_\_\_\_

*PLEASE NOTE WE ARE UNABLE TO OFFER MEDIATION SERVICES WITHOUT COMPLETE INFORMATION IN THIS SECTION.*

Company your complaint is against? \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ County \_\_\_\_\_

Phone \_\_\_\_\_

*Please fill in this section completely.*

Was a contract signed?  YES  NO (If yes, please attach a copy of your contract)

Where was the contract signed?  In your home  At the business  Other \_\_\_\_\_

Date(s) of transactions \_\_\_\_\_ Product/Service Involved \_\_\_\_\_

Total Price \$ \_\_\_\_\_ Amount Paid \$ \_\_\_\_\_ Was product/service advertised  YES  NO

How was service advertised?  Newspaper  TV  Radio  Mail  Phone  Email  Internet  Other \_\_\_\_\_

With what other agencies have you filed this complaint? \_\_\_\_\_

What action was taken? \_\_\_\_\_

Have you hired or retained a private attorney?  YES  NO Have you started court action?  YES  NO

*If you have retained a private attorney or this matter is pending before or has been decided in the courts, our office will be unable to offer mediation services.*

What action will resolve your complaint? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

