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OFFICE OF THE VERMONT ATTORNEY GENERAL

TJ Donovan, Vermont Attorney General

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[Consumer Assistance Program at the University of Vermont](#) Get help with a consumer complaint

Get help with a consumer complaint



We can help! File a consumer complaint here.

We're here to help.

[File a complaint now](#) [Update a complaint now](#)

We can try to help you resolve a consumer complaint with a business. This is not a formal legal process, and we cannot guarantee a response or resolution. However, we find that we are often able to help consumers like you get responses to complaints through this process.

In order to assist you, we need a brief description of your complaint that we can send on to the business you identify for response. Click the button above to file a complaint.

Complaints are public record.

Please do NOT send sensitive, personal information like account numbers, credit or Social Security information. Keep this information safe and private!

You will get an e-mail confirmation that your complaint form was submitted, and we will send you further information once it has been processed. Please allow 3-5 business days for us to process your complaint. If you have any questions, please call us at [800-649-2424](tel:800-649-2424)!

What happens when a complaint is filed?

Our complaint process is centered on sharing information, so both parties understand each other's position. When we receive a consumer complaint, we forward it to the business named, and ask the business to respond. This way, the business:

- knows a complaint has been filed,
- can learn exactly what the consumer concern is and what the consumer would like done to resolve the issue, and
- can respond to resolve the matter and make sure that their perspective is on the record.

For this process to work, we need both parties to keep us updated on the status of the complaint. If you have filed a consumer complaint, or if your business has received a complaint and wishes to respond, please update us by emailing AGO.CAP@vermont.gov, or use our online form (above).

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