



Ohio Administrative Code Rule 109:4-1-06 Submission of complaints.

Effective: July 18, 2009

The following procedures apply to the submission of complaints by consumers:

(A) Complaints may be initiated either in writing, by telephone, fax, the internet or in person.

(B) Complaints should fully describe the consumer transaction. The consumer protection section shall proceed as soon as possible to evaluate complaints received that contain adequate information. The consumer protection shall send a complaint form to the complainant when, as determined by the attorney general, inadequate information is provided by letter, telephone, fax, the internet or in person.

(C) Upon receipt of complaints which have been filed in the manner described above, the consumer protection section shall take whatever action is deemed appropriate to effectuate the purposes of those laws referred to in rule 109:4-1-02 of the Administrative Code.
