

Consumer Federation of America

CONSUMER AGENCY SURVEY

Please submit completed survey by March 3, 2023

I. INSTRUCTIONS

Thank you for participating in the CFA Annual Consumer Agency Complaint Survey. Please be as complete as you can in providing responses to these questions. You can also attach additional documents (e.g., redacted complaints, consumer receipts, pictures, etc.) or provide links to media articles (e.g., press releases) which may help answer the survey questions. Please type your survey response into this or a separate word document and email it to ewitte@consumerfed.org when it is complete.

Survey Period

Please answer the survey questions for complaints received from January 1 - December 31, 2022. If your agency maintains records by a different 12-month time period, please answer the survey using the most recent time period and identify the time period you used in response to question (5) in Section II below.

Confidentiality Issues

Please note that the CFA does not release the statistics (Section IV) of individual agencies provided in response to the survey questions to any third parties. The statistics you provide are aggregated with those of other agencies providing responses. This aggregate information is what is published in the annual report. The CFA also does not compare agencies' complaint numbers or amounts recovered/saved for consumers with each other, nor does it calculate an average amount of money recovered/saved by the participating agencies.

CFA Contact

Please feel free to reach out to Erin Witte with any questions or concerns about the survey. Please email your completed survey to:

Erin Witte
Director of Consumer Protection
ewitte@consumerfed.org
(202) 596-9807

II. AGENCY INFORMATION

1. Please provide the name of your agency as it should appear in the survey report.
2. Please identify the type of agency you represent (state, county, city, or other).
3. Please provide the name, telephone number, and email address for the person completing this survey.
4. Please provide the website URL for your agency as it should appear in the survey report.
5. If your responses to this survey are based on a time period other than January 1, 2022 – December 31, 2022, please identify the time period you used to answer the questions in this survey.

III. TOP COMPLAINTS

1. List the top ten categories of complaints to your agency during the survey period, with “Number 1” being the category with the highest number of complaints:

1.
2.
3
4.
5.
6.
7.
8.
9.
10.

2. Please provide several consumer complaint examples to illustrate the complaints received.

- a. These examples should include as much information about the complaint as you are able to share, such as “elderly man,” “Spanish-speaking couple” or “franchise gym.” The business name is not required, but **please note** that it will be disclosed in the report if it is provided in response to this survey.

- b. For each example, please include the following information:

- i. What was the problem and how was the consumer affected?
- ii. What happened once your agency got involved?
- iii. How was the problem resolved?
- iv. If resolution was not possible, why? (For example, culprit could not be located, business refused to cooperate, no law violation, etc.)

IV. STATISTICS

1. What was the total number of complaints your agency received during the survey period? (Please note that this does not include inquiries unless they cannot be separated out from complaints.)
2. What was the total amount of money recovered/saved for consumers during the survey period? This amount may include the results of mediation, administrative actions, judgments, and other amounts.

V. AGENCY ACHIEVEMENTS

1. What was your agency's biggest success during the survey period?

For example, this may be bringing a major enforcement action, successfully mediating a difficult dispute, releasing a report about an issue or problem in the marketplace, making changes to your internal operations, launching a new a public outreach program, making novel use of a particular law or regulation, or any other example that demonstrates your agency's success. Please provide only one answer to this question.

a. In your answer, explain:

- i. What was the issue or problem that prompted your agency's action?**
- ii. What has been the impact of that action?**