

**DANIEL P. RUBINSTEIN**  
DISTRICT ATTORNEY



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TWENTY-FIRST JUDICIAL DISTRICT ATTORNEY'S OFFICE

Mesa County Justice Center ~ P.O. Box 20,000 - Dept. 5031 Grand Junction, CO 81502-5001 (970) 244-1730

Dear Consumer:

Enclosed is a consumer complaint form. Please use this form to explain your complaint. Return your complaint along with copies of all documents pertaining to the problem (brochures, advertisements, contracts, correspondence, receipts, invoices, warranties, both sides of canceled checks, and all other written information pertaining to your complaint). Do not send original documents. The District Attorney's Office cannot assume responsibility for original documents. Keep all original documents in your possession. They may be requested at a later date.

Our staff will carefully review your complaint to determine if there is a provable violation of one of the state laws that we enforce. In these cases, we must have jurisdiction, which means that the incident must have occurred within Mesa County, Colorado. If your complaint meets these criteria, a deputy district attorney will decide whether or not to consider criminal filings. The deputy must consider the facts, the time and the resources available. In general, our office is not an initial investigating agency and our review is primarily to determine probable law violations and then refer you to the appropriate law enforcement or government agency for investigation; that agency then may send the case to our office for prosecution.

Our office may also take other action regarding your complaint. This might include referral to small claims court or a private attorney, referral to another consumer protection agency, or an informal meeting between you and the respondent. The filing of your complaint with this office does not constitute a filing of criminal or civil charges.

Under the Colorado Consumer Protection Act and the Motor Vehicle Repair Act, formal action can only be taken when there is a pattern of business conduct prohibited by these acts or a provable violation of a criminal statute. Your complaint may be held in an attempt to match it with others we may receive.

The information you provide in this form will not be kept confidential. A copy of your complaint may be sent to the party complained against for a response. A copy may also be sent to opposing attorneys and to the court.

We will inform you of any action taken by our office as soon as possible. Please allow at least two weeks to process and review your complaint.

Our office cannot render legal advice regarding civil disputes or act as your private attorney. In addition to filing a complaint with this office, you may use Small Claims Court without an attorney if your damages are under \$7,500.00. You may also consider consulting a private attorney concerning your private rights and remedies.

Sincerely,

CONSUMER PROTECTION UNIT