Dear Consumer:

Thank you for contacting the San Francisco District Attorney’s Consumer Protection Unit. We can handle your complaint if it involves a business located in San Francisco or if the business transaction took place here. If it is not within our jurisdiction, please contact the consumer protection agency in the appropriate state or county.

Please fill out the attached form and answer as many questions as you can. If you have supporting documents or papers related to your complaint, include COPIES and keep the originals for your records. Our staff will review your complaint and decide how to best help you. We will let you know if we are reviewing it for possible investigation, assigning your complaint to a volunteer mediator from our Consumer Mediation Program, or need to refer you to a more appropriate agency for assistance.

Because of the volume of complaints received by this unit, our response to your complaint may be delayed. You will be contacted as soon as practical and we wish to thank you in advance for your patience.

Very truly yours,

CONSUMER PROTECTION UNIT
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