



HALL OF JUSTICE
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OFFICE OF
THE DISTRICT ATTORNEY
COUNTY OF SAN DIEGO

DWAIN WOODLEY
ASSISTANT DISTRICT ATTORNEY

SUMMER STEPHAN
DISTRICT ATTORNEY

Guidelines for Completing the Consumer Complaint Form

Before filling out the attached complaint form, please take the time to read these guidelines. They will help you to understand our function, and we will be better able to understand and act on your complaint.

What We Can Do:

The San Diego District Attorney's Office (SDDA) Consumer Protection Unit will review for investigation are consumer fraud related cases occurring in San Diego County. The types of cases which will be considered for investigation by our office are cases related to fraudulent business transactions, false advertising, and unfair business practices.

When we receive a consumer complaint, we review all the information and the supporting documentation that is included. Note that we are ethically able to file charges only where we can prove all elements of a criminal offense, usually including specific intent to commit theft, beyond a reasonable doubt to twelve unanimous jurors in a court of law. This is appropriately an incredibly high burden for the prosecution and many cases do not meet this burden, which prevents us from proceeding.

If the complaint does not meet our criteria to open a case, we will do our best to refer you to an agency that will appropriately handle the type of matter involved.

How You Can Help Us Help You:

- A. Write or type a summary of your complaint and attach the summary to the complaint form. We cannot review your complaint without a **complete concise statement** of the facts. At a minimum, please include the following information in your statement:
 1. Tell us **what** happened in chronological detail and be specific. You should tag as exhibits any supporting documents and refer to those exhibits in your narrative.

2. Tell us **who** you think is the person(s) or company responsible for the fraudulent act(s) – and **why** you conclude that.
 3. Tell us **where** (address, city and state) the incident, or act(s) took place. Please include locations where you met the person and where the fraudulent transaction(s) took place.
 4. Tell us **when** and **how** you first became aware that you may have been defrauded. If individual(s) or a company is named in your complaint, please list exact dates of contact. If someone else made you aware of the potential crime, please include the person's name(s), address(es) and telephone number(s).
 5. Tell **how** you know the representations were false, or the services provided were fraudulent.
 6. Tell us what your actual financial loss is, if known, and how you arrived at that figure.
- B.** Documentary evidence is especially important; therefore, please include **photocopies** of all documents and materials. **Please retain the originals for your records.**
- C.** Upon completion of all sections of the complaint form, please mail the form along with an attached narrative that includes the matters set out in Section A above, along with copies of your supporting documentation to:

**Office of the District Attorney
Consumer Protection Unit
P.O. Box 121011
San Diego, CA 92112-1011**

All complaints must have the attached complaint form completely filled out, signed and dated by the complaining party before a case can be opened. All complaints must also include the narrative described above in Section A. Failure to submit a complete complaint form and narrative will result in your complaint being returned to you and will delay your matter getting reviewed.

An attorney will review your complaint once it is received and you will be advised by mail of the results of that review within four to six weeks.