

The Monmouth County Department of Consumer Affairs is a free service available to consumers who are experiencing difficulties with a business and are in need of assistance in resolving a problem.

The department staff has the resources and the authority to investigate consumer complaints about billing, gift cards, home repair, automobile sales and repairs, vacation clubs and much more. Each year they investigate more than 600 complaints. Since the office was established in 1977, Consumer Affairs has recovered more than \$13 million for consumers.

This office is a law enforcement agency granted the legal authority to enforce the NJ Consumer Fraud Act, which prohibits businesses from engaging in unconscionable business practices, deception and misrepresentation in the sale of goods and services.

The office is funded by the Monmouth County Board of Chosen Freeholders.



## How can Consumer Affairs help you?

The county's Consumer Affairs staff can:

- Let you know if a business you want to hire has any complaints filed with this department
- Advise you of what you need to know prior to hiring a business
- Resolve your problem by reaching an agreement with the business
- Refer your complaint to the proper agency when necessary

## Monmouth County Department of Consumer Affairs

Hall of Records Annex  
1 East Main Street  
Freehold, NJ 07728  
732-431-7900  
Fax: 732-845-2037



[www.visitmonmouth.com](http://www.visitmonmouth.com)

# Do You Have A Consumer Problem?

Monmouth County Department  
of Consumer Affairs



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## What is Consumer Affairs authorized to do?

- Investigate whether your complaint violates the NJ Consumer Fraud Act
- Negotiate settlement agreements
- Issue subpoenas
- Initiate legal action in Municipal and Superior Court when necessary
- Maintain a database of complaints that can provide you with a complaint history of a particular business

## How can someone file a complaint?

You can file a complaint in person, by mail, by fax, by email or online.

Here are some ways to get you started:

- Call or visit the Consumer Affairs Office to obtain a complaint form
- Write and send a letter that details the problem
- Send an email that details your issue to:  
[consumeraffairs@co.monmouth.nj.us](mailto:consumeraffairs@co.monmouth.nj.us)
- Complete the online complaint form from the county's Web site at [www.visitmonmouth.com](http://www.visitmonmouth.com). From the home page, click on Departments; click on Consumer Affairs; click on "How to File a Complaint"; complete the form, and submit it electronically or print out the form and mail or fax to the office

No matter how you file your complaint, you will need to supply copies of all the documents that are related to your complaint.

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## Information you need to provide:

- Your name and address
- Daytime, cell and work phone numbers
- Full name, address and phone number of the business involved in the complaint. If known, include name of business owner or representative
- Description of the problem
- Copies of any contracts, invoices or other documents that pertain to the problem - keep all original documents in your possession and submit copies only
- Copies of any canceled checks (both front and back)
- Be specific about the resolution you are seeking

