

RESPONDENT INFORMATION (Person or business your complaint is against)
Please complete one complaint form per respondent.

Respondent:

Business or Individual

Address:

Telephone No.: ()

Fax: ()

Email:

Is the business or individual you are complaining about licensed? Yes No Don't know

Website
Address:

List any professional license number(s) here:

Name of person(s) you dealt with:

DESCRIBE YOUR DISPUTE

Please briefly explain your complaint (attach a separate sheet if necessary). If possible, include a ***timeline of events*** and ***approximate dates***.

If you have any of the following documents, please indicate by checking the box(es) and attaching **COPIES** of the documents. **Do not** submit originals; we are unable to return documents to you.

- Advertisements (flyers, brochures, newspaper or internet ads)
- Business cards
- Copies of correspondence (letters, emails, notes)
- Listing agreement
- Rental or lease agreement
- Rental management agreement
- Purchase contract (Deposit, Receipt, Offer, Acceptance [DROA])
- Purchase contract (or DROA) addendums
- Seller's Disclosure Statement
- Escrow documents
- Proof of any payments made (receipts, cancelled checks [*front and back*], credit card receipts)
- Receipts
- Photos
- Time Share contract
- Time Share Disclosure Statement
- Time Share Notice of Cancellation
- Other (please list) _____

Check here if no attachments are included

DID YOU ATTEMPT TO RESOLVE YOUR DISPUTE?

If your dispute involves a licensed business or individual, RICO recommends that you attempt to resolve your dispute with the licensee before filing a formal complaint. Please note unlicensed companies and individuals are not authorized to perform work that requires a license, therefore, RICO cannot recommend resolution of unlicensed complaints that involve additional or corrective work.

Did you contact the respondent to try and resolve your dispute? Yes No Please explain any attempts you made to try to resolve the dispute. Indicate if you did not receive a response or you were otherwise unable to contact the business or individual your dispute is about.

Have you reported your complaint to any other law enforcement or government agency? Yes No
If yes, please provide the following:

- 1) Name of the agency: _____
- 2) Approximate date when you filed your report or complaint: _____
- 3) Report or complaint number, if any: _____

Have you filed a lawsuit or other legal action (for example, mediation or arbitration) related to your dispute? Yes No
If yes, please provide the following:

- 1) Name of the court: _____
- 2) Case number, if any: _____
- 3) Attach **copies** of any relevant documents including any judgments or orders issued in the case.

ADDITIONAL QUESTIONS

Other agency referral: If upon review RICO believes a referral to another government agency is appropriate, do you consent to have your complaint sent to that agency for review? Yes No

If we are able to assist, what would your desired resolution be? Although our primary role is to enforce regulatory laws and rules, sometimes we are able to achieve some sort of resolution on the part of complaining parties. ***IF*** we are able to assist, what would your desired resolution be? (Again, as a government agency, RICO represents the State of Hawaii as a whole. We do not represent you in your dispute and strongly advise all consumers immediately explore any civil remedies they may have.)

CERTIFICATION

RICO requires complainants complete, sign, and certify below. We can assist you if you are unable to sign or otherwise complete this form. Knowingly submitting false or untrue information may constitute a violation of Hawaii Revised Statutes §710-1063.

I certify that all statements and attachments provided to RICO as part of this complaint are true and correct to the best of my knowledge.

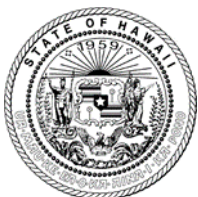
I understand investigation and prosecution is at the discretion of the agency and that RICO does not represent me in this dispute.

Complainant's/Representative's signature: _____

Date: _____

Print name here: _____

Check here if signing as representative



Mail completed complaint forms to:

**Regulated Industries Complaints Office
Attention: Consumer Resource Center
235 South Beretania Street, 9th Floor
Honolulu, Hawaii 96813**

Complaint forms are accepted at neighbor island RICO offices for mailing.

This material is available in alternate formats including large print. For assistance, please contact the RICO Complaints and Enforcement Officer at 586-2666.