

Consumer Complaints



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Consumer Complaints

We investigate and mediate complaints from consumers regarding alleged unfair and deceptive trade practices as well as violations of County Ordinances. [Complaints may be filed online](#), or by calling 311.

What We Do

- We administer, regulate and enforce county, state and federal consumer protection laws and rules involving unfair or deceptive trade practices and offer information and referrals involving consumer issues.
- We will investigate and mediate your complaint if you feel you are a victim of an unfair or deceptive trade practice by a business located in Broward County or involving a service performed in Broward County.
- We also issue citations against a variety of businesses, including chauffeurs, taxis, and for-hire vehicles; emergency and non-emergency medical transportation providers; motor vehicle repair, body & paint shops and technicians; movers; and towing and Immobilization companies.

File a Complaint

We accept complaints from consumers regarding alleged unfair and deceptive trade practices of businesses, generally limited to those businesses which are located in Broward County. **If you believe you have been a victim of an unfair and/or deceptive trade practice, please file a [complaint online](#). Alternatively, you may call Broward 311 to file a complaint or with any questions.**

When filing a complaint, please explain your problem simply and concisely. Be sure to include copies of all documents related to your complaint, including but not limited to Receipts, Contracts, Pictures, Proof of Payment, Advertisements and Correspondence.

Remember: send only copies – keep your originals!

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File Other Types of Complaints

[File a Child Care Licensing Complaint](#)

Tips to Protect Yourself From Fraud and Scams

The Consumer Protection Division invites you to learn more about how to protect yourself from fraud and scams by visiting the following website links, and reading this downloadable/printable [Consumer Protection Brochure](#):

Other Complaint Resources

If we are unable to handle your complaint and we know of another enforcement agency which may be able to assist you, we will provide you with referral information. If you have a question about a consumer issue other than a complaint, we will provide you with any available resources and information we may have. Some complaints, however, are best resolved in a court of law.

Here are some of the other enforcement agencies that may be able to help:

[Federal Trade Commission](#)

- Complaints involving unfair, deceptive, or fraudulent practices

[Broward County Clerk of the Courts](#)

- Small claims cases (up to \$5,000)

[Broward County Clerk of the Courts](#)

- Landlord/Tenant disputes

[Florida Division of Hotels and Restaurants](#)

- Hotel and restaurant complaints

[Federal Motor Carrier Safety Administration](#)

- Interstate moves of household goods involving a moving company, moving broker, or auto transporter

[Florida Department of Business and Professional Regulation](#)

- Complaints against business professionals licensed by the state of Florida (for example, contractors, real estate agents, etc.)

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[Consumer Financial Protection Bureau](#)

- Complaints involving federal financial laws in the financial marketplace

[Florida Division of Agriculture and Consumer Services](#)

- Wide range of complaints, State's clearinghouse for consumer concerns, including moves of household goods within Florida, but not ending in Broward County, and Business-to-Business matters

[Better Business Bureau](#) (not a government entity)

- Free consumer complaint support regarding any marketplace transaction with any business