

# Tip #9: File a Complaint with Consumer Affairs

“ I take a lot of calls from consumers who have had problems with debt collectors, electronics stores, used car dealers...consumers wanting refunds or to file a complaint against a business. We step in and protect people when businesses don't do right by them. It's a good feeling going home, knowing I've helped people. ”

—Deborah, Employee,  
NYC Department of  
Consumer Affairs

Call 311 to file a complaint against a business with Consumer Affairs.  
And visit [nyc.gov/ProtectYourMoney](https://nyc.gov/ProtectYourMoney) for more tips.