

## WHEN TO FILE A COMPLAINT

Only after you have been unsuccessful in your attempts to solve the problem yourself.

Or

When you see evidence of fraudulent, unfair, or deceptive business practices.

## HOW TO FILE A COMPLAINT

Call DCOCA at (610) 891-4865 to explain the problem and the actions you have taken. Once it is determined to proceed, DCOCA will send you a complaint form and instructions for its use. Be certain to follow instructions and include copies of all relevant documents. Be sure to give a detailed description of the problem and your idea of a fair settlement.

Mail to:

Office of Consumer Affairs  
County of Delaware  
Government Center Building  
201 West Front Street  
Media, PA 19063

When the DCOCA receives your complaint, an Investigator will be assigned to assist you in settling your problem. If your complaint cannot be voluntarily resolved, DCOCA will suggest possible further action under the law and advise you about alternative remedies.

**Have A Consumer Complaint?**

**Need Consumer Information?**

**Need A Speaker?**



**DELAWARE COUNTY  
OFFICE OF CONSUMER AFFAIRS  
and  
WEIGHTS AND MEASURES**

**GOVERNMENT CENTER BUILDING  
201 WEST FRONT STREET  
MEDIA, PA 19063**

**WWW.CO.DELAWARE.PA.US**

**PHONE: (610) 891-4865  
FAX: (610) 566-3947**

**EVELYN YANCOSKIE**

**DIRECTOR**

**CHIEF SEALER**

# **THE COUNTY OF DELAWARE**



**DELAWARE COUNTY  
OFFICE OF CONSUMER AFFAIRS  
and  
WEIGHTS AND MEASURES**

**Government Center Building  
Media, PA 19063**

**(610) 891-4865**

**The Delaware County Office Of  
Consumer Affairs (DCOCA)...**

- Receives and investigates complaints of suspected illegal, fraudulent, or deceptive business practices.
- Resolves complaints by means of voluntary mediation or referral to District Attorney's Office for investigation and/or prosecution.
- Maintains confidential records and compiles data in order to recognize trends, prepare official testimony, and evaluate needs for new or amended legislation.
- Provides speakers and brochures for interested groups, organizations, and classrooms.
- Cooperates with local business and trade associations interested in developing improved consumer relations.

**The Weights and Measures Division...**

- Administers and enforces State and Federal laws pertaining to Weights and Measures.
- Inspects and certifies all weighing and measuring devices used to offer products for sale.
- Inspects pre-packaged commodities for accurate weight and declaration.
- Investigates consumer complaints falling within the jurisdiction of Weights and Measures.
- Has the authority to prosecute violators of any and all Weights and Measures laws.

**DCOCA**

Here are some areas where we can help:

- ✓ Landlord-Tenant
- ✓ Security Deposit and Escrow
- ✓ Automotive: New and Used Sales, Service, and Warranty
- ✓ Repair
- ✓ Home Repairs and Remodeling
- ✓ Door to Door Sales
- ✓ Advertising Schemes
- ✓ Warranties
- ✓ Contracts
- ✓ Installment Loans and Collection Agencies
- ✓ Inaccurate Credit Reports
- ✓ Utilities
- ✓ Mail Order (e.g. Unordered Merchandise)
- ✓ Rental Listing Agencies
- ✓ Hearing Aids
- ✓ Shoddy Workmanship
- ✓ Defective Merchandise
- ✓ Unwanted Telephone Solicitation
- ✓ Cemetery & Pre-Need Funeral Promotions

**\*\* Or, Whenever You Need Help Or Advice  
On Any Consumer Problem**

**Weights and Measures Division**

The Delaware County Weights and Measures Division has jurisdiction in the following areas:

- ✓ Accuracy of Scales
- ✓ Proper Visibility of Scales
- ✓ Accuracy of Gasoline Pumps
- ✓ Accurate Price Computation on Sales
- ✓ Proper Advertising of Gasoline Prices
- ✓ Accuracy of Timing Devices
- ✓ Accuracy of Computerized Check-Out Systems
- ✓ Proper Sale of Firewood
- ✓ Accurate Weight Declaration on Packaged Commodities
- ✓ Accurate Measure of Pre-Cut Merchandise, Such as Lumber and Carpeting
- ✓ Accurate Count on Pre-Packaged Merchandise
- ✓ Accuracy of Fuel Oil Meters
- ✓ Checking for Tare (Packaging Material) Allowance on Price and Weight Declaration

If you suspect inaccuracies or violations in any of these areas, report them immediately to the Weights and Measures Division of the DCOCA by calling (610) 891-4865.