



CONSUMER MEDIATION: HOW TO FILE A COMPLAINT

WHAT IS CONSUMER MEDIATION?

Consumer Mediation provides assistance and guidance to Mississippi consumers via its **COMPLAINT PROCESS**. Consumer Mediation fields inquiries about a variety of topics, such as product warranty issues, auto sales, home improvement projects, vacation rentals/timeshares, and retail product purchases. Consumer Mediation also provides education and awareness on such topics as scams, identity theft, landlord tenant issues, and price gouging.

HOW TO FILE A COMPLAINT:

Make your way to the "DIVISIONS" page by clicking on this icon at the top of the Mississippi Attorney General website.

1



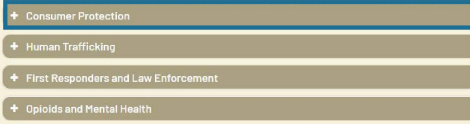
Select the "Public Education and Community Engagement" division from the list of divisions located on the far right side of the web page.

Public Education and
Community Engagement

2

Selecting this will bring you to the division's landing page.

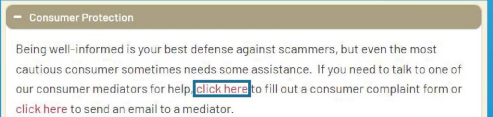
Next, select "Consumer Protection" from the list displayed.



3

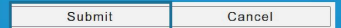
Once selected, a drop-down box will appear underneath.

Within the drop-down box, select the linked consumer complaint form by selecting "click here" in red letters. Fill out each prompt given.



4

Once all fields are completed, click submit!



Once submitted, a mediator will review and be in touch.