

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.



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



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

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

Consumer Protection
Human Trafficking
First Responders and Law Enforcement
Opicids and Mental Health

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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.

- Consumer Protection

Being well-informed is your best defense against scammers, but even the most cautious consumer sometimes needs some assistance. If you need to talk to one of our consumer mediators for help. <u>Click here</u> to fill out a consumer complaint form or click here to send an email to a mediator.

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Once all fields are completed, click submit!

Submit Cancel

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