



Energy Info Center |  
 News Releases |  
 Contact Us | RSS  
 Feeds |

Advanced Search | Search Topics |  All NorthStar |  Commerce Site Only



**Consumer  
 Info and  
 Services**

**Industry  
 Info and  
 Services**

**Licenses,  
 Registration,  
 Certification**

Unclaimed  
 Property

Heating  
 Assistance

Weights &  
 Measures

Minnesota  
 Relay

Petrofund

## Consumer Info and Services

Home of one of Minnesota's leading sources of unbiased energy information, the Energy Info Center. **Check out our publications and tips, all designed to give you helpful, unbiased information so you can be a better consumer of energy, a more careful purchaser of real estate or insurance, a wiser telephone user ... and a lot more!** Also, find out how to file a complaint, look-up licensed individuals and businesses, check on enforcement actions, and find rule making activity.



### Rule Making

License Lookup

Look Up Ins. Cos. by Type

Financial Licensee Lists

Have a Complaint?

- ▶ Building Contractor Complaints
- ▶ Do Not Call Complaint Form
- ▶ Health Insurance-Appeal for External Review
- ▶ Insurance Complaints
- ▶ Licensed Industries
- ▶ Minnesota Relay Complaints
- ▶ Petrofund Complaints
- ▶ Real Estate Complaints
- ▶ Securities Complaints
- ▶ Self Insurance Health Plan Complaints
- ▶ State Bank or Financial Service Complaint Procedure
- ▶ Telecommunications
- ▶ Unsolicited Fax Messages
- ▶ Weights and Measures Complaints

Do Not Call Info

All Publications & Tips

Order Publications/CD

Petrofund

Minnesota Relay

Telecommunications

Real Estate

For Military Personnel

Weights & Measures

Energy Info Center

Buildings & Builders

Insurance

Enforcement Actions

Financial Services

## Licensed Industries

[Printable Content](#)

### If you have a complaint:

Complaints must be submitted in writing before an investigation can begin. Use the **Complaint Form** in the column to the right. Be sure to:

- Write the details of the dispute and include as many facts as possible such as dates, what was said by each party, etc.
- Include a daytime phone number and your mailing address.
- Attach copies of any documents to support your complaint, such as printed advertisements, applications or cancelled checks.

Mail written complaints to:  
 Minnesota Department of Commerce  
 85 7th Place East, Suite 500  
 St. Paul, MN 55101

You may also file a complaint by:

- E-mailing the department at [market.assurance@state.mn.us](mailto:market.assurance@state.mn.us)
- Call the Market Assurance Division of the Department of Commerce at 651-296-2488 or 1-800-657-3602.

In the e-mail, or telephone call, state which type of licensed service you wish to file a complaint about, and your inquiry will be directed to an investigator who handles cases in that industry. The investigator will usually

### Download Complaint Form Here!

- [Complaint Form-General](#)

be able to tell you if your complaint is something they are able to investigate. The investigators cannot provide legal advice. Complaints must be submitted in writing before an investigation can begin.

#### **Enforcement Authority**

Depending on the results of the investigation, the commissioner of the Department of Commerce can take the following actions:

- Deny a license to an applicant;
- Issue Cease and Desist Orders, banning business activities for unlicensed individuals or businesses;
- Censure a licensee;
- Suspend a license;
- Revoke a license;
- Issue a Statement of Charges;
- Impose fines or penalties;
- Refer cases for criminal prosecution.

#### **The Department cannot:**

- Act as your lawyer or give you legal advice;
- Recommend a particular licensee i.e. bank, insurance or real estate company/agent , etc.;
- Resolve a dispute when the only evidence is your word against the word of the licensed/registered entity;
- Make medical judgments;
- Make determinations related to the facts of a case - For example, we cannot determine the value of damaged or stolen property or conclude who was at fault for an accident.