

Home

Consumer Assistance

- Agency Divisions

- Complaint Inform...

- Forms

- Legal & Complian...

How the Complaint Process Works

- Once we have received your completed, signed complaint form and accompanying documentation, we send an initial contact letter to the company with which you have a complaint.
- This initial contact allows the respondent 3 weeks to respond to the complaint.
- If after this initial 3 week period, if we have not heard from the respondent, we contact them in writing again and they are allowed an additional 2 weeks in which to respond.
- If there has been no response in this time frame, we will telephone the respondent and seek a verbal response.

To file a complaint against a licensed company regulated by our agency, please click on the complaint form link below.

[Complaint Form](#)

- [How to File a Complaint](#)

 [ABOUT US](#)

 [CONTACT US](#)

 [SEARCH](#)

 [ACCESSIBILITY
ROAD MAP](#)

 [NORTH CAROLINA
STATE GOVERNMENT](#)

 [SITE MAP](#)