
Office of the Governor/Department of State Division of Consumer Protection Complaint Form

Description of Program and Relief

The Office of the New York State Governor and the Department of State's Division of Consumer Protection provided a "Consumer Complaint Form" for any consumer to report complaints about "price gouging" regarding COVID-19, including price increases of essential goods and services within New York State. Examples of essential goods and services include water, ice, food, generators, batteries, flashlights, lodging, home repair materials and services, and snow and tree removal services

Government or Lead Agency

The Office of the New York State Governor and the Department of State's Division of Consumer Protection.

Dates Available

Open indefinitely.

Eligibility Requirements/Restrictions

A complaint may be filed by any consumer purchasing or attempting to purchase an essential good or service within New York State.

When reporting, be prepared to provide details of the alleged price gouging to include the location of the merchant and any available proof of the excessive price(s), such as receipts or pictures. The Division of Consumer Protection's Consumer Assistance Unit will review the complaint and, if appropriate, engage in voluntary mediation on behalf of the consumer or refer the complaint to the Office of the Attorney General to initiate an enforcement action.

Complaints filed with the Department of State's Division of Consumer Protection are subject to public disclosure and therefore it is recommended to remove or redact all confidential information from the Complaint Form, such as your Social Security number, financial account numbers, and any medical information.

Contact for More Information

New York State Department of State, Division of Consumer Protection, Consumer Assistance Unit, 99 Washington Avenue, Albany, New York 12231-0001, Fax: 518-486-3936. Consumer Hotline (available seven days a week for consumers from 8:30 AM to 8:30 PM).

The Complaint Form

The complaint form may be filled out online, available here:
<https://www.dos.ny.gov/consumerprotection/form/ComplaintForm1.asp>.

This form is available in Spanish, Haitian-Creole, Italian, Korean, Russian, and Mandarin.