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WASHINGTON STATE DEPARTMENT OF LICENSING

Collection Agency Complaint

You can use this form to file a complaint against a service provider or professional licensee. If you have any questions about collection agencies, call (360) 664-6652.

Fax your complaint and the required enclosures to (360) 570-7098, email to DFCcompliance@dol.wa.gov, or mail to:
Collection Agencies Board
Department of Licensing
PO Box 9012
Olympia WA 98507-9012

Enclose the following:

- A detailed explanation of your complaint; this must include dates, other parties involved, and a summary of any efforts you have already made to resolve the problem. Describe events in the order they occurred.
- Copies of all documents that relate to the complaint.

Business or person you are filing a complaint about

PRINT or TYPE Profession or type of business ☐ Collection agency			
Service provider or professional licensee name *(Last, First, Middle)*			License number *(if known)*
Business name			
(Area code) Telephone number and extension	(Area code) Fax number	email or web address	
Business address			
City		State	ZIP code

Your contact information

Name *(Last, First, Middle)*			
Business name *(if any)*			
(Area code) Telephone number and extension	(Area code) Alternate telephone number	email address	
Mailing address			
City		State	ZIP code

Complaint summary

Provide a brief summary of your complaint. Attach an additional sheet if necessary.

The information I have provided above is true and correct, and I have provided all required enclosures to which I have access.

X **When completed, please print this out and sign here.**

Signature Date

We are committed to providing equal access to our services.
If you need accommodation, please call (360) 664-6597 or TTY (360) 664-0116.

What happens after you submit your complaint

1. We determine if the complaint falls within our legal authority.
   - If it is not something covered by our laws, we will notify you.
   - If it appears to fall within our authority, we may conduct an investigation. Our investigator will act as an impartial, fact-finding third party. During the investigation, they are not representing you (the complainant), the Department or professional board, or the service provider. The investigator may contact the person you filed your complaint against to ask for a response, which may include providing them with a copy of your complaint. The length of time an investigation takes depends on current caseload and the complexity of the case.

2. After all the facts have been gathered, we evaluate the information.
   - If the evidence fails to support a violation of the laws, the case will be dismissed.
   - If a violation has occurred, our Department or professional board may recommend disciplinary action depending on the severity of the violation. Disciplinary action generally involves one or more of the following:
     - Reprimand
     - Fines
     - Suspension or revocation of the license
   - The service provider or professional licensee may request a hearing to dispute the program's decision.
   - We will notify you of the outcome of your complaint.

Our decisions don't constitute legal opinion. We don't have the authority to recover funds, award damages, or make judicial determinations. To pursue these types of remedies, you should seek legal advice.