

Minnesota Attorney General's Office
445 Minnesota Street-Suite 900
St. Paul, MN 55101
(800) 657-3787
www.ag.state.mn.us

About the Attorney General's Office:

The Attorney General is the chief legal officer for the State of Minnesota. The Office represents and provides legal advice to over 100 state agencies, boards and commissions. The Office represents the state in state and federal court, as well as in administrative adjudication and rulemaking hearings. The Office handles felony criminal appeals, advises local prosecutors in the conduct of criminal trials and handles cases at the request of local prosecutors. In addition, the Office issues formal opinions interpreting statutes for the agencies and political subdivisions of the state. The Attorney General is a member of the State Executive Council, the State Board of Investment, the Pardons Board and the Land Exchange Board.

The Office is the state's chief policy maker and law enforcer in the important areas of consumer protection, antitrust enforcement and charities' regulation. The Office is also responsible for representing residential and small business utility consumers through participation in matters before the Public Utilities Commission. The Office initiates and shapes a legislative agenda, with proposals that include crime and violence prevention, consumer protection, and other relevant issues.

Many of the Office's responsibilities and authorities are found in [Minn. Stat. ch. 8](#). In addition, the Office files a biennial report on its overall activities under Minn. Stat. § 8.08 and an annual report on its activities in providing legal services to state agencies and political subdivisions under Minn. Stat. § 8.15, subd. 4. Further information on the Office's activities and accomplishments can be found in these reports.

To file a consumer complaint

If you are a Minnesota consumer experiencing a problem/dispute with a business, our consumer services staff may be able to help you. At the request of the consumer, our staff will attempt to negotiate a resolution between the consumer and a business. Please read the following information carefully before you file your complaint, so that we can try and resolve the dispute as easily and quickly as possible. Also, remember that the Attorney General's Office can not act as your private attorney. If you need legal assistance, you should consider contacting a private attorney or legal aid organization.

Our consumer services staff take complaints on a variety of matters, including insurance, cars,

health care, housing, banks, credit, utilities, and many others.

STEP 1: Pick the form.

1. [Consumer Complaint Form](#) Use this form for all complaints that do not involve a residential utility.
2. [Residential Utilities Complaint Form](#). Use this form only if your complaint involves a residential utility (e.g., telephone, wireless phone, electricity, or natural gas).

STEP 2: Form downloads to your computer. After you click the appropriate form, it will download to your computer, and Adobe Reader will open it on your screen. You must have Adobe Reader installed on your computer in order to view these forms. If you do not have Adobe Reader installed on your computer you can download it for free at:



STEP 3: Complete the form. Please fill out the complaint form carefully and provide as much detailed information as possible. Attach copies of any necessary documentation of the problem, such as bills, contracts, canceled checks, correspondence, advertisements. You can fill out the form in one of two ways.

1. Print the form, and complete it by hand or with a typewriter.
2. Use the computer keyboard to enter text into the boxes and then print the completed form. The tab key will let you navigate from field to field.

At a minimum you need to have Adobe Reader version 6.0 installed. However, to avoid any problems printing or filling out the form on line you should be updated to the latest version of Adobe Reader.

STEP 4: Sign your name. All signature blocks require a written signature.

STEP 5: Mail. Mail the completed and signed form along with any documentation to the following address:

Office of Attorney General Mike Hatch
1400 NCL Tower
445 Minnesota Street
St. Paul, MN 55101

Phone: (651) 296-3353
1(800) 657-3787
Fax (651) 296-9663

STEP 6: Response. Our office will respond to you as quickly as possible.

