

# CONSUMER COMPLAINT RESOURCES FOR DISCRIMINATION AND CIVIL RIGHTS VIOLATIONS

**City of Champaign Community Relations (for Discrimination complaints)**

<http://ci.champaign.il.us/departments/city-manager/community-relations-office/>

**City of Urbana Human Relations Office** <http://urbanaininois.us/departments/executive/human-relations>

**Illinois Human Rights Commission** [www.state.il.us/ihrc/About\\_03.htm](http://www.state.il.us/ihrc/About_03.htm)

**Illinois Department of Human Rights** [www.state.il.us/dhr](http://www.state.il.us/dhr)

**Protecting Consumers** [illinoisattorneygeneral.gov/consumers/filecomplaint.html](http://illinoisattorneygeneral.gov/consumers/filecomplaint.html)

## **FILING A CONSUMER COMPLAINT**

If you've been victimized by fraud, deception, or unfair methods of competition, the Consumer Protection Division of the Illinois Attorney General's office may be able to help. Although our attorneys cannot represent an individual in a lawsuit, our limited mediation program can assist in resolving disputes or complaints filed by individual consumers. Promptness in making a complaint decreases the likelihood that a fly-by-night operator will move, leave town, or go out of business before consumers can gain assistance.

on our Web site. These forms may be downloaded and returned by regular mail to the appropriate bureau within the Office of the Illinois Attorney General Lisa Madigan. To ensure that your form is processed efficiently, carefully review the form you have downloaded, supply all information requested, and include supporting documentation. The Attorney General's Office does not require that you provide your Social Security Number or information as to your citizenship status in order to file a consumer complaint.

The information you submit will be used by attorneys, investigators, and other members of the Attorney General's staff involved in carrying out the functions, programs, and responsibilities of the Illinois Attorney General.

It is important that your consumer complaint is complete and that you provide copies of any supporting documentation to this office. **We will send your complaint to the party with which you have a dispute unless you advise this office not to do so.** This information may also be shared with other governmental enforcement agencies responsible for consumer protection and other laws.

Complaint forms are public records, which are subject to the Freedom of Information Act just like other public records. If we receive a request for copies of records that include your complaint, we may be required to provide a copy of your complaint to the requestor. Information that would reveal your identity as a complainant is, however, exempt from disclosure and will be deleted from copies that we provide, allowing the requestor to read your complaint without

## **FILING A CONSUMER COMPLAINT**

[Fill out and print a consumer complaint form below. We recommend downloading the latest Adobe Acrobat Reader for viewing/downloading these PDF complaint forms.](#)

[Consumer Complaint Form in English](#)

[Consumer Complaint Form with Larger Text Size in English](#)

Please include your complete address and phone number as well as the business' address and phone number. Mail the complaint form and any other relevant documents to:

In English send to:

**Office of the Illinois Attorney General**

**Consumer Protection Bureau**

**500 South Second Street**

**Springfield, IL 62706**

## **Defending Your Rights** <http://illinoisattorneygeneral.gov/rights/index.html>

The Attorney General's *Civil Rights Bureau* enforces state and federal civil rights laws to prohibit discrimination in Illinois. The bureau also advocates for legislation to strengthen the laws and participates in community outreach.

## **Defending Your Rights** <http://illinoisattorneygeneral.gov/rights/civilrights.html>

### **Civil Rights**

The Attorney General's Civil Rights Bureau enforces civil rights laws to prohibit discrimination. The bureau also advocates for legislation to strengthen the laws and participates in community outreach programs.

The mission of the Civil Rights Bureau is to protect the civil rights guarantees of Illinois citizens, including all rights existing under constitutional, statutory, administrative or common law. The bureau investigates complaints of "pattern and practice" discrimination in housing, public accommodations, employment and financial matters.

### **The Civil Rights Bureau**

- reviews and responds to constituent complaints directed to the Attorney General involving civil rights issues impact in Illinois
- litigates cases where the investigation indicates such action is warranted
- monitors and proposes legislation and administrative rules that involve civil rights concerns with a view toward making recommendations

### **Civil Rights Links and Documents:**

[Civil Rights Complaint Form](#)

[Civil Rights Complaint Form \(Español\)](#)

[Civil Rights Complaint Form \(Polish\)](#)

[Civil Rights Employment Discrimination Tip Card](#)

[Civil Rights Employment Discrimination Tip Card \(Español\)](#)

[Civil Rights Fact Sheet](#)

[Civil Rights Fact Sheet \(Español\)](#)

[Civil Rights Fact Sheet \(Polish\)](#)

[Civil Rights Housing Discrimination Card](#)

[Civil Rights Housing Discrimination Card \(Español\)](#)

[U.S. Department of Housing & Urban Development \(HUD\)](#)

[HUD's Fair Housing & Equal Opportunity Office](#)  
[Fair Housing Laws & Presidential Executive Orders](#)  
[Illinois Human Rights Act](#)

### **Civil Rights Bureau Contact Information**

Civil Rights Bureau  
Office of the Attorney General  
James R. Thompson Center, 11 th floor  
100 W. Randolph St.  
Chicago, IL 60601  
312-814-3400

## **Defending Your Rights** [http://illinoisattorneygeneral.gov/rights/labor\\_employ.html](http://illinoisattorneygeneral.gov/rights/labor_employ.html)

### **Labor and Employment Rights**

Attorney General Lisa Madigan advocates, legislates and litigates for Illinois workers and labor unions.

The Labor Counsel is responsible for undertaking affirmative enforcement actions to address large-scale violations of Illinois labor laws and coordinating major labor initiatives with State Agencies and outside business and labor organizations. The Office of the Attorney General also is responsible for prosecuting cases referred from the Illinois Department of Labor. Referrals to the Attorney General's office concern violations of the Illinois Minimum Wage Law, the Illinois Prevailing Wage Law, the Illinois Wage Payment and Collection Act, and the Employee Classification Act. The Labor Law Unit also enforces the Department of Labor's administrative subpoenas when the Department of Labor attempts to investigate Prevailing Wage Act violations.

Additionally, the Attorney General's Labor Law Unit defends claims of age, sex or race discrimination and other employment-related allegations brought by current or former state employees against their employing agency or other individual agency employees.

### **Labor and Employment Links and Documents**

[Labor Law Guide for Illinois Law Enforcement](#)  
[Employment Rights of Persons Discharged from Military Service](#)  
[Prevailing Wage Act Brochure](#)

### **Labor and Employment Contact Information**

Office of the Illinois Attorney General  
Attn: Jon Rosenblatt, Labor Counsel  
James R. Thompson Center  
100 W. Randolph St.  
[Chicago, IL. 60601](#)

Labor Law Unit, General Law Bureau  
Office of the Illinois Attorney General  
James R. Thompson Center  
100 W. Randolph St.  
Chicago, IL 60601