

## **Fraud and Consumer Protection**

Age Requirements

No Age Requirement

Family

No

Intake Contact Email

consumer@fairfaxcounty.gov

Intake Process

Call the office; visit the website for information. Advice calls are received and many times the issue can be resolved with answering a few questions from a caller via email or the telephone. It is very seldom that a complaint is not handled within 48 hours of receipt. A complaint form can also be faxed.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Fairfax County Department of Cable and Consumer Services

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>

<https://www.facebook.com/fairfaxcountyconsumer/>

Main

(703) 222-8435

TTY/TTD

711

12000 Government Center Parkway, Suite 433

22035 VA

United States

Fee Structure

No Fee

Languages Spoken

English

The mission of the Fairfax County's Consumer Affairs is to help protect Fairfax County consumers from illegal, fraudulent or deceptive consumer practices in the marketplace. Consumer Affairs assists consumers through advice inquiries, mediation and arbitration. Consumer Affairs staff supports the Consumer Protection Commission and the Tenant Landlord Commission. The Consumer Affairs Branch responds to complaints concerning tenant-landlord, cable, consumer, taxicab, and towing. Complaints are resolved through voluntary mediation or arbitration between the parties.

We can assist you if your dispute occurred in Fairfax County (excluding the City of Alexandria, City of Fairfax and the City of Falls).

### [Complaint form](#)

Service Area(s)

Fairfax County

Email

[consumer@fairfaxcounty.gov](mailto:consumer@fairfaxcounty.gov)