

## **Consumer Protection**

### Age Requirements

0-5

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6-12

,

13-21

,

22-55

,

56-60

,

60+

Available 24/7

No

### Other Eligibility Criteria

Business must be located in Virginia Beach, and/or transaction occurred in Virginia Beach.

### Family

No

### Intake Process

Telephone referral; walk-ins accepted.

### Self Refer

Yes

Virginia Beach's Commonwealth Attorney

<http://www.vbgov.com/government/departments/commonwealths-attorney/Pages/default...>

### Main

(757) 385-4401

2425 Nimmo Parkway

Second Floor, Bldg 10B

23456 VA

United States

### Fee Structure

No Fee

Languages Spoken

English

Education is the key to the prevention of consumer abuse. The Virginia Beach Consumer Affairs Division (CAD) assists consumers and merchants by providing information concerning companies' complaint history as well as information on rights and responsibilities. Staff will investigate consumer complaints and prepare cases for prosecution if appropriate. Staff will mediate complaints which are not violations of law.

Provides safeguards for the consuming public against unfair, deceptive or unconscionable acts or practices in the conduct of trade in Virginia Beach in order to improve the marketplace in Virginia Beach.

Service Area(s)

Virginia Beach City