

Mediation, Consumer Complaints

Age Requirements

No Age Requirement

Available 24/7

No

Family

No

Intake Contact

Cal Wagner

Intake Process

Phone, Mail

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

No

Fairfax County Department of Cable and Consumer Services

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

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer-complaint-mediation-ar...>

Main

(703) 222-8435

TTY/TTD

711

12000 Government Center Pkwy., #433

22035 VA

United States

Fee Structure

No Fee

Languages Spoken

English

The Consumer Affairs Branch mediates and investigates consumer complaints against businesses, tenant-landlord disputes, and cable issues if the transaction occurred in Fairfax County. Services offered by this branch include answering advice inquiries, assisting consumers with pre-purchase information, and providing community outreach presentations for schools, businesses, senior citizens, and homeowner associations. Consumer Affairs staff supports the Consumer Protection Commission and the Tenant Landlord Commission.

Bus Line: Metrobus. Not convenient to a subway stop. Partially accessible to persons with disabilities.

The TTY telephone number to call is 711. {Languages: Non-English speakers should try to bring their own interpreter. Offers some publications in Spanish and Vietnamese.}

Service Area(s)

Fairfax City

,

Fairfax County

,

Falls Church City