

Consumer Protection

Age Requirements

18 and over

Available 24/7

No

Family

No

Intake Process

Call with questions, assistance or for more information. Visit the website for information.

Provider Refer

No

Report Problems

Call the Agency

Self Refer

Yes

Office of the Attorney General

<https://www.oag.state.va.us/>

<https://www.oag.state.va.us/consumer-protection/index.php/file-a-complaint>

Main

(804) 786-2071

TTY/TTD

(804) 371-8946

900 East Main Street

23219 VA

United States

Languages Spoken

English

The Attorney General enforces state and federal consumer protection laws. The Attorney General also provides consumer alerts and educational materials that are designed to increase consumer awareness of scams, and help citizens protect themselves.

The duties and powers of the Attorney General's office include (but are not limited to): enforcing state laws that protect businesses and consumers when there is a pattern of abuse; speak for consumers in utility matters before the State Corporation Commission. The office receives hundreds of complaints each week from concerned citizens not only in Virginia but also from other states. We typically refer complaints to the agency having regulatory jurisdiction in the specific matters addressed. However, statutory restrictions, conflict of interest rules and other policy considerations prevent us from giving private legal advice, legal interpretations, or conducting investigations on behalf of individual citizens.

[Where to File a Complaint](#)

Service Area(s)

Statewide