

Consumer Complaints

Age Requirements

No Age Requirement

Available 24/7

No

Other Eligibility Criteria

Residents of Fairfax County

Family

No

Intake Contact

Dave Reidenbach

Intake Process

Phone, Mail or web

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 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.

[Visit Consumer Complaints](#) for forms to report complaints, concerns and issues in your neighborhood.

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

{Languages: Non-English speakers should try to bring their own interpreter. Offers some publications in Spanish and Vietnamese.}

Service Area(s)

Alexandria City

,

Fairfax City

,

Fairfax County

,

Falls Church City

Email

consumer@fairfaxcounty.gov