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What was Your Biggest Complaint Last Year?

Top three consumer protection division [complaints for 2015](#): used vehicle sales, home improvements and home mortgages

(DES MOINES, Iowa) Troubles with buying used vehicles, home improvements and home mortgages topped the list of complaints consumers filed last year with the attorney general's Consumer Protection Division.

"Our most common consumer complaint this past year concerned used vehicle sales," Attorney General Tom Miller said. "In most of these types of cases, consumers complained that they discovered a problem with the vehicle after driving it off the lot, or there was some kind of problem with the financing."

Out of approximately 2,700 written complaints filed last year, 221 were related to used vehicle sales, 216 were home improvement complaints, and 201 consumers complained about home mortgages.

In 2014, home mortgages led the consumer complaint list, followed by debt collection practices and wireless phones.

"If you are an Iowan who thinks you've been victimized by deceptive or unfair business practices, I encourage you to file a complaint with our Consumer Protection Division," Miller said. "We assist thousands of Iowans every year who have complaints or questions." Miller noted that on the Attorney General's website, the Consumer Protection Division provides general advice on the most common consumer issues.

Consumers with questions or complaints can contact the Consumer Protection Division through the Attorney General's website, by email or by phone:

Web: www.iowaattorneygeneral.gov

Email: consumer@iowa.gov

Phone: 515-281-5926 (outside the Des Moines area, call toll-free: 888-777-4590)

Top Consumer Complaints for 2015	
Category	Complaints
Used vehicle sales practices	221
Home improvements	216
Home mortgages	201
Cell phones	172
Internet service providers and bundles	136
Magazine and newspaper subscriptions	103

Debt collection	92
Satellite TV service	78
Auto repair	63
Insurance	63
2015 consumer complaint total	2,745