

Utah [Top Ten Consumer Complaints](#)

The top consumer complaints received by the Division during FY 2015 and types of allegations the Division receives are as follows:

1. **Alarm Systems:** Aggressive sales tactics and misrepresentations used in door-to-door solicitations; failure to allow cancellations within stated time period.
2. **Internet Offer/Sales:** Misrepresentations or other deceptive practices; failure to deliver online purchases and hidden fees.
3. **Telemarketing:** Misrepresentations and deceptive refund policies made during telemarketing call to entice consumers to provide their credit card for product and services; failure to abide by do-not-call provisions; telemarketers not being registered with the Division to conduct telemarketing.
4. **Coaching Services:** Typically involve misrepresentations and deceptive refund policies; failure to abide by do-not-call provisions and often selling their "Coaching" services for exorbitant fees that correlate with the amount that consumers have available on their credit cards. Coaching services are usually for Business Opportunities. (See number 8).
5. **Home Improvement/Repair:** Failure to start or complete job, refusal of job completion until consumer agrees to a higher price than originally agreed upon.
6. **Retail Sales/Deposits/Refunds:** False advertising and other deceptive practices, defective merchandise, problems with rebates, coupons, gift cards or gift certificates; failure to deliver and failure to honor stated refund policies.
7. **Charitable Solicitations:** Donations being solicited by entities not registered with the division; charitable donations not being used for the stated charitable purpose.
8. **Business Opportunities:** Failure to file disclosures with the Division prior to selling Business Opportunities; failure to provide consumers the required disclosures, including disclosure of risks; misrepresentations and deceptive refund policies. (See number 4).
9. **Utah Postsecondary Proprietary School Act:** Complaints span a variety of issues including misrepresentations during the enrollment process, advertising, and billing concerns.
10. **Travel/Vacation/Timeshare:** Misrepresentations made during the telemarketing call (see number 3) and/or sales presentation, such as notifying consumers that they have won a prize or will receive something of value by attending a seminar and then not providing the item awarded at the beginning of the seminar. When the prize is awarded, it is often not of the quality or grade initially represented to entice the consumer to attend. Also, misrepresentations of the product a consumer is purchasing.