

## **Consumer Complaints**

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Resident of the Commonwealth of Virginia.

Family

No

Intake Contact Email

sccinfo@scc.virginia.gov

Intake Process

Visit the website or call. Complaints can be submitted online.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

State Corporation Commission, Consumers

<https://scc.virginia.gov/pages/consumers>

<https://scc.virginia.gov/search?searchText=consumer%20complaints>

<https://www.facebook.com/VirginiaStateCorporationCommission>

Main

(804) 371-9631

Toll-Free

(800) 552-7945

TTY/TTD

(804) 371-9206

1300 East Main Street

PO Box 1197

23218 VA

United States

Fee Structure

No Fee

Languages Spoken

English

The Division of Information Resources investigates complaints involving investor-owned electric companies, natural gas companies, telephone companies, and water companies; insurance companies and agents, state chartered financial institutions, securities firms, and broker/dealers, mortgage lenders/brokers, consumer finance companies, check cashiers; corporate registration (not complaints).

Consumer Complaints/Inquiries - Life and Health 804-371-9691

Consumer Complaints/Inquiries - Property and Casualty 804-371-9185

Service Area(s)

Statewide

Email

[sccinfo@scc.virginia.gov](mailto:sccinfo@scc.virginia.gov)