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OHIO ATTORNEY GENERAL

Small Business Consumer Complaint Program

Fact Sheet

Updated: July 1, 2010

Program results

From July 2009 – July 2010, the Ohio Attorney General's office:

- Received more than 1250 small business complaints
- Recovered or saved more than \$115,000 on behalf of small businesses
- Recovered or saved an average of approximately \$1,500 for each resolved complaint
- Received complaints in 82 of Ohio's 88 counties
- Maximum business amount resolved resulting from a complaint: \$20,900
- Minimum business amount resolved resulting from a complaint: \$29.67
- Types of small business complaints:
 1. Invoices for unauthorized advertisements
 2. Payment for a product or service that was never received
 3. Overcharging for property repairs and improvements or performing work poorly
 4. Disputed invoices for office supplies

About small business and jobs in Ohio

- In 2006, Ohio businesses with fewer than five employees created more jobs (24,025) than businesses with more than 500 employees (22,997). (Source: Small Business Profile, Ohio; U.S. Small Business Administration Office of Advocacy; October 2009)
- The most recent data available indicates that Ohio has 204,035 small businesses employers and 718,986 small businesses that do not employ others. (Source: U.S. Dept. of Commerce: Bureau of the Census, 2006)
- As of 2006, small businesses with fewer than 20 employees account for 51% of Ohio's jobs. (Source: Small Business Profile, Ohio; U.S. Small Business Administration Office of Advocacy; October 2009)
- Small business employers in Ohio in 2006 accounted for 98.2% of the state's employers and 48.6% of its private-sector employment. (Source: U.S. Dept. of Commerce: Bureau of the Census.)

Complaint resolution process

1. Small business files complaint.
2. Ohio Attorney General's Office attempts to informally resolve the dispute by recovering funds, resolving invoice disputes or obtaining the services promised.
3. If suppliers do not respond to informal dispute resolution and exhibit a pattern of illegal behavior that threatens the integrity of the marketplace, the Attorney General may pursue legal action against them.

How to file a small business complaint

Visit www.OhioAttorneyGeneral.gov/Business

Call (800) 282-0515