

May 12, 2021

42 Broadway
New York, NY 10004

Dial 311
(212-NEW-YORK)

nyc.gov/dcwp



Re: Case Number 6702-2021-CMPL

WE NEED MORE INFORMATION TO HELP YOU WITH YOUR COMPLAINT

Respond by May 26, 2021

Thank you for contacting the NYC Department of Consumer Affairs. Please follow the steps below so that we may help you with your complaint:

1. **Send TWO copies of each document checked below. Keep the originals for your own files.**

- ☒ Receipts/Bill of Sale
- ☐ Contract (both sides)
- ☐ Warranty (both sides)
- ☐ Cancelled Checks (both sides) / Credit Card Receipt
- ☐ Judgment
- ☐ Letters to the Business (if any)
- ☐ Letter from Debt Collection Agency
- ☐ Diagnostic Report Showing Vehicle Defects
- ☐ Estimate for Repair
- ☒ Completed Complaint Form (enclosed)
- ☐ Other

If you don't have these documents, please explain why.

2. **Mail or Fax the complaint and the documents we requested to:**
 - Mail: DCA Consumer Services, 42 Broadway, 9th Floor, New York, NY 10004
 - Fax: +1 212 487 4482/646-500-5914
 - Email to consumers@dca.nyc.gov
3. **Call us with any questions. We're available Monday–Friday, 9:00am – 5:00pm, at +1 212 487-4110.**



6702-2021-CMPL



**Consumer and
Worker Protection**

FILE YOUR COMPLAINT

Thank you for contacting the New York City Department of Consumer Affairs (DCA). Please complete this form. Clearly print or type your answers to each question. If a question does not apply to you, please mark N/A or Not Applicable. You must provide information marked with a star (*).

Mail TWO copies of this completed form and related documents (e.g., store receipts, warranties, contracts, etc.) to DCA. Do not send originals.

NYC Department of Consumer Affairs
Consumer Services Division
42 Broadway, 9th Floor
New York, NY 10004

Did You Contact the Business?

DCA advises you to contact the business directly in an initial attempt to resolve your complaint. When contacting the business, please keep a log of all telephone calls and copies of letters that you send. If your attempts to resolve the issue yourself are unsuccessful, then we advise you to file your complaint with DCA.

Did you attempt to resolve your complaint with the business?

☐ Yes ☐ No

If No, please explain why not.

What Do You Want DCA to Do?

Check ONE box only.

☐ **I want help with my complaint. See back for requested action.**

If you request help, we will contact you. DCA receives a very high volume of complaints, so please be patient.

If you have not heard from us after 45 days, please call 311 and ask to be transferred to DCA to check the status of your complaint. Have your docket number handy. See the enclosed "What happens to your complaint?" sheet for more information.

☐ **I do *not* want help with my complaint. However, I want this business investigated for unfair business practices.**

If you do not request help, we will not contact you, but will use the information you provide to investigate the reported business' practices.

Is Your Complaint against a Home Improvement Contractor?

If your complaint is against a home improvement contractor, please answer the questions below. To file a complaint with DCA, the home must be located in New York City. We cannot help with complaints about new home construction.

1. Was work done on a:

- ☐ Single or two-family house
☐ Residential building owned by you as an individual having four units or less
☐ Co-op or condo owned by you

2. Is the contractor presently working in your home?

☐ Yes ☐ No

3. Have you had to move out of your home due to the work done by the contractor?

☐ Yes ☐ No

4. Did the contractor offer you a loan or arrange a loan for you?

☐ Yes ☐ No

5. Does the contractor have a lien against your home?

☐ Yes ☐ No

6. Do you have a written contract?

☐ Yes ☐ No

7. Is the job location different than your home address?

☐ Yes ☐ No

8. Did the contractor provide a written warranty to you?

☐ Yes ☐ No



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Tell Us about Your Complaint

Reason for your complaint Exchange Goods/Contract Cancelled - E01

*Product/Service involved _____ *Date of transaction _____

Was this an Internet order or purchase? ☐ Yes ☐ No

*Do you have a written contract? ☐ Yes ☐ No *Cost of product/service _____ *Amount paid to date _____

How did you pay? ☐ Cash ☐ Check ☐ Credit Card

If you paid by credit card, have you contacted your credit card company? ☐ Yes ☐ No

*Is this matter pending in court? ☐ Yes ☐ No

What action are you seeking from DCA to resolve this complaint? **Check ONE box only.**

☐ Repair of product/service ☐ Exchange ☐ Completion of contract terms ☐ Refund ☐ Cancellation of contract

Note: If you checked one of the boxes above, you must check the box "I want help with my complaint" on front.

Briefly describe your complaint. Use additional pages as needed.

██████████ I went to UrgentWay to get a COVID 19 PCR Test that was needed ██████████ The test was taken at the Bronx location ██████████. By Tuesday May 4th 1:30 pm we didn't receive the results, Considering that we needed the results ██████████ on Tuesday night we were forced to take another test. We called on Wednesday, May 5th "56" hrs later, and spoke to ██████████ at 8:40 am He stated that the results still were not in, we provided our info again for the results to be sent. On Wednesday at 2:00 pm my husband called in and spoke to ██████████ asking for a refund considering that they failed to provide the service. and we still haven't received the results, we demand a refund. We asked ██████████ for it and she said that that was not going to happen. I called back as she stayed that my call was not on record to give her the exact time we called and she never replied or answer again.

Provide Your Information

*Name
(First and Last) ██████████

*Home Address
(Include Apartment #) ██████████

*City, State, ZIP ██████████ *Country US

*Contact number ██████████

Are you currently serving on active duty in the U.S. Armed Forces? ☐ Yes ☐ No

Are you a veteran of the U.S. Armed Forces? ☐ Yes ☐ No

Would you like to receive electronic communications from DCA? ☐ Yes ☐ No

If Yes, provide E-mail ██████████

*Print Name _____ *Signature _____ *Date _____

Provide Information about the Business

*Business Name UrgentWay Bronx

*Address 2826 WESTCHESTER AVENUE ST 204 *Daytime Phone _____

*City, State, ZIP BRONX, NY 10461 *BusinessFax _____

*Type of Business Other (For home improvement contractor complaints, answer the questions on front.)

*E-mail _____ *License # _____



What Happens to Your Complaint?

- 1. You file a complaint (online, in person, by mail) and want help from DCA.** You include all documents about your complaint (store receipts, bill of sale, warranties, contracts, cancelled checks, letters to the business, judgments, etc.). **DCA cannot process your complaint without these documents.**
- 2. DCA receives and reviews your complaint and supporting documents.** If DCA is not the correct agency to assist you, DCA returns your complaint materials and, in most cases, includes contact information for the agency that can help you.
- 3. If DCA is the correct agency to assist you, DCA docket your complaint and begins mediation.** DCA gives you the docket number which you should reference during any follow-up.

During the mediation process, DCA sends a copy of your complaint to the business for written response. Then, mostly over the phone, a DCA mediator speaks with both you and the business to reach an agreement and settle the matter.

If you have not heard from DCA after 45 days, please dial 311 to check the status of your complaint. Have your docket number handy.
- 4. Complaint closed.** In some cases, if the matter cannot be settled, an Office of Administrative Trials and Hearings (OATH) Hearing Officer will hear the complaint or DCA may inform you of the option to go to court.

Note: *DCA cannot serve as your attorney or give you legal advice. Please be aware that copies of all of your correspondence will be forwarded to the business that is the subject of your complaint, and may be provided to other governmental agencies. It is DCA's policy to remove your personal identifying information when releasing records pursuant to public records requests.*

Please keep this information sheet for your records.

Industries Licensed by DCA

Amusement Arcade
Amusement Device (Permanent/Portable/Temporary)
Auctioneer
Auction House (Premises)
Bingo Game Operator
Booting Company
Car Wash
Commercial Lessor (Bingo/Games of Chance)
Dealer in Products for the Disabled
Debt Collection Agency
Electronic & Home Appliance Service Dealer
Electronic Cigarette Retail Dealer
Electronics Store
Employment Agency
Games of Chance
Gaming Café
Garage and Parking Lot
General Vendor
General Vendor Distributor
Home Improvement Contractor
Home Improvement Salesperson
Horse Drawn Cab Owner & Horse Drawn Cab Driver
Industrial Laundry
Industrial Laundry Delivery
Locksmith & Locksmith Apprentice
Newsstand
Pawnbroker
Pedicab Business & Pedicab Driver
Pool or Billiard Room
Process Serving Agency & Process Server (Individual)
Retail Laundry
Scale Dealer/Repairer
Scrap Metal Processor
Secondhand Dealer Auto
Secondhand Dealer General
Sidewalk Café
Sightseeing Bus & Sightseeing Guide
Special Sale (Going Out of Business, Liquidation, etc.)
Stoop Line Stand
Storage Warehouse
Temporary Street Fair Vendor
Ticket Seller Business
Ticket Seller Individual
Tobacco Retail Dealer
Tow Truck Driver & Tow Truck Company
Tow Truck Exemption

