

STATE OF COLORADO
Department of State
1700 Broadway, Suite 550
Denver, CO 80290



Jena Griswold
Secretary of State
Mike Hardin
Director, Business & Licensing Division

Dear Consumer;

Thank you for contacting the Colorado Secretary of State's Charities Program. The Secretary of State has jurisdiction to investigate complaints for possible violations of the Colorado Charitable Solicitations Act. Information that citizens bring to us through complaints is very valuable.

This memo provides some guidelines regarding the complaint-handling process. These guidelines are meant to help you understand what we will be doing with your complaint.

1. **We do not represent you.** Any action that we take is on behalf of citizens in general. By accepting your complaint, we have not agreed to represent you in any capacity.
2. **Our investigation may help to resolve your problem.** Our investigations are not designed to resolve individual disagreements. Disagreements might need to be resolved in civil proceedings between the parties involved. We investigate to determine whether or not we can prove that a charity or paid solicitor has violated a law. However, an investigation often causes the charity or paid solicitor to reconsider its position in the individual case.
3. **How you can help us to evaluate your complaint:** In order to help us accurately evaluate your claim, it is important that copies of all relevant documents be included with your complaint form.

Don't send original documents; keep the originals for your own records. Depending on the nature of your complaint, you might want to include copies of checks written for donations (both front and back), receipts, correspondence, advertisements, bank statements, or any other document that helps explain your complaint.

4. **What we might ask you to do:** In order to take legal action against the charity or paid solicitor, we will need your full cooperation. Although the great majority of cases are settled without a trial, you might be asked to be a witness. If you are unable or unwilling to testify about your complaint, please let us know on the complaint form. Refusing to testify won't prevent us from addressing systemic issues raised by the complaint or concern.

The Colorado Secretary of State's office and the Colorado Attorney General's office work cooperatively to protect public charitable assets and resolve complaints accusing charities of violating the Colorado Charitable Solicitations Act. The information that you provide in your complaint may be shared by staff at both of these state agencies.

This office can't provide legal advice to you. To preserve any legal rights you may have, you may wish to seek a private attorney. Although you may feel that the charity or paid solicitor in question has treated you badly, this does not necessarily mean that they are engaged in unlawful activity.

Thank you for your time, and we appreciate your bringing this situation to our attention.

Main Number (303) 894-2200
Fax – Business (303) 869-4864
Fax – Licensing (303) 869-4871
TDD/TTY (303) 869-4867

Website www.coloradosos.gov
E-mail – Business business@coloradosos.gov
E-mail – Licensing licensing@coloradosos.gov

Charities Program Complaint Form

For office use only

Colorado Secretary of State
Charities Program
1700 Broadway, Ste. 550
Denver, CO 80290

Phone: 303-894-2200, option 2
Fax: 303-869-4871
Email: charitable@coloradosos.gov
Form can be mailed, faxed, or emailed.

Your information

Last name		First name	
<input type="text"/>		<input type="text"/>	
Street address			
<input type="text"/>			
City	State	ZIP Code	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Phone number	Alternate phone number (if any)		
<input type="text"/>	<input type="text"/>		
Email address			
<input type="text"/>			

Charity or paid solicitor information

Name of the charity that your complaint is about			
<input type="text"/>			
Name of the paid solicitor that your complaint is about			
<input type="text"/>			
Street address (if known)			
<input type="text"/>			
City	State	ZIP Code	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Phone number	Email address	Registration number (if known)	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Contact

Select one: Contact me using the information entered above, or Contact the person named below:

Name	Phone number
<input type="text"/>	<input type="text"/>
Address	
<input type="text"/>	

Complaint information

If this complaint involves an at-risk adult or an adult over age 60, please mark this box:

What was the name of the person with whom you dealt?

What was the date?

Did you make a donation? Yes No If yes, enter the amount: \$

How did you pay? Check Credit card Debit Card Cash Money order Other

Describe any relationship you have or had with the organization—for example, if you are a current or former employee, volunteer, member, director, family member, contractor, etc.

Complaint

Include as many specific details as you can. Include additional pages if necessary.

Complaint Review

We will review your complaint to determine if a violation of the Colorado Charitable Solicitations Act might have occurred. If the evidence supports a probable violation, we will process your complaint. We may resolve the matter informally or investigate further. You may be asked to provide additional information.

The individual that you filed the complaint against will be given a summary of the complaint and copies of any relevant documentation that you submitted. He or she is required to respond to the complaint.

Can we disclose your name and address to the person or organization that is the subject of this complaint?

Yes No

Are you willing to testify about this complaint in an enforcement proceeding?

Yes No

Can we disclose your name, address and the content of this complaint to another government agency?

Yes No

Acknowledgement

I have read the preceding information and it is true to the best of my knowledge and belief.

Sign or type your name

Date

Please attach a copy of any correspondence or documentation relating to the complaint.

If submitting by email, please attach documentation in PDF format.

If you have documents on legal sized paper (8" X 14"), please submit hard copies in the original size.