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FOR IMMEDIATE RELEASE:

Embargoed until March 6, 2023

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**Attorney General Clark Announces Top 10 Consumer Complaints of 2022**

BURLINGTON, Vt. – In recognition of National Consumer Protection Week, Attorney General Charity Clark announced the top 10 consumer complaints received by her office’s Consumer Assistance Program (CAP) in 2022. CAP, a partnership between the Attorney General’s Office and the University of Vermont, offers a free mediation service for Vermont consumers, including small businesses. In 2022, CAP received 1,206 complaints and recovered more than \$452,000 for Vermont consumers, nearly doubling the total amount of recoveries for Vermonters compared to 2021 (\$240,000).

Claiming the list’s top spots are complaints involving vehicles, home improvement, and retail respectively – collectively representing approximately 52 percent of all complaints filed in 2022.

“The Consumer Assistance Program offers an invaluable service to Vermonters, and I am so grateful for their good work and dedication to protecting consumers,” said Attorney General Clark. “Every day, the Consumer Assistance Program resolves complaints, generates refunds, and protects Vermonters from scams and identity theft. I encourage all Vermont consumers, including small businesses, to reach out to the Consumer Assistance Program if you need help.”

Though not represented in the list of consumer complaints, scams continue to be of concern to Vermonters. Earlier this year, Attorney General Clark released the [top 10 scams reported to CAP](#). In 2022, CAP received 3,685 scam reports. New twists on old scams involving package delivery (19 percent) and computer tech support (18 percent) represented nearly 40 percent of reports filed by Vermonters. More information on stopping scams is available at [ago.vermont.gov/cap/stopping-scams/](http://ago.vermont.gov/cap/stopping-scams/).

CAP offers a free mediation service to all Vermont consumers, including small businesses. If you are a consumer in need of assistance, please contact CAP by calling 1-800-649-2424 or visiting [ago.vermont.gov/cap](http://ago.vermont.gov/cap).

The following are the top 10 consumer complaints received by CAP in 2022:

| Rank | Consumer Complaint Issue  | Number of Complaints |
|------|---|----------------------|
| 1    | <b>Motorized Vehicles</b><br>Common issues included defective merchandise; failure of state inspection; misrepresentation; and unsatisfactory service/repair.                                     | 246                  |
| 2    | <b>Home Improvement</b><br>Common issues included unsatisfactory service/repair; criminal home improvement fraud concerns; failure to perform; improper installation; and deposit refund dispute. | 161                  |
| 3    | <b>Retail</b><br>Common issues included failure to deliver; refund policy/ refund disputes; defective merchandise; and unsatisfactory service.  | 128                  |
| 4    | <b>Fuel</b><br>Common issues included pricing complaints; refund delays; propane tank removal delays; billing disputes; contract disputes; and safety concerns.                                   | 120                  |
| 5    | <b>Home Furnishings</b><br>Common issue included defective merchandise, often involving new appliances.   | 81                   |
| 6    | <b>Health/Medical</b><br>Common issues included unauthorized billing; excessive estimate/charge; and defective merchandise.   | 78                   |
| 7    | <b>Banking, Credit and Finance</b><br>Common issues included debt collection; credit reporting disputes; and financing/loan issues.   | 60                   |
| 8    | <b>Entertainment</b><br>Common issues included satellite dish; ticket agents; event/concert Venues; publications; and social media.   | 58                   |
| 9    | <b>Housing and Real Estate</b><br>Common issues included landlord-tenant issues; security deposit disputes; and warranty of habitability disputes.  | 57                   |
| 10   | <b>Services</b><br>Common issues included tax preparation; childcare providers; plumbers; and beauty services.  | 41                   |

