



Texas Water Quality Association Complaint Form

File # _____

Rev. 7/2025

- The information you report on this form will be used to assist us in investigating ethical violations by businesses that are members of the Texas Water Quality Association (TWQA).
- **The TWQA does not resolve individual consumer complaints.** The TWQA can only investigate possible ethical violations by members of the TWQA.
- This complaint and any information you provide may be copied and sent to the Business you are complaining about so **please write legibly and use black ink only.**
- Please attach copies of any documents necessary to explain the Business' conduct you are complaining about but **do not send original documents.** (These documents can include photos, videos, emails, texts, business cards, brochures or similar evidence.)
- The TWQA will contact you if additional information is needed.

Consumer Information

Business of Individual Complaint is Against

Name		Name	
Address		Address	
City		City	
State	Zip	State	Zip
Cell Phone ()	Work Phone ()	Phone ()	
Email address		Person you dealt with (name):	
Age <input type="checkbox"/> Under 19 <input type="checkbox"/> 20-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-64 <input type="checkbox"/> 65 or over		Website or Email address	

1. Initial contact between you and the business:

- Person came to my home
- I went to the company's place of business
- I received a telephone call from business
- I telephoned the business
- I received the information in the mail
- I responded to a radio/television/internet ad
- I responded to printed advertisement
- I responded to a website or email solicitation
- I responded to a solicitation in a language other than English (What language?) _____
- Other _____

2. Where did the event/transaction take place?

- At home
- At business
- By mail
- Over the phone
- Over the computer
- Trade show or hotel
- Other _____

3. Date(s) of event/transaction(s) _____

4. Have you contacted another organization (e.g., Better Business Bureau, Texas Attorney General) or attorney about this complaint? Yes No If "Yes", list name and address of organization or attorney.

5. **What action** was taken by this agency or attorney?

6. **Please select** which of the following describe the nature of your complaint:

- Violation of law, statute, ordinance, code or regulation.
- Misrepresentation of credentials, training, experience or abilities of business, agents, employees.
- Improper installation of products.
- Failure to deliver products or services promised.
- Failure to inform customer of product maintenance, service requirements and related costs.
- False or misleading statements about products or services.
- False or inappropriate use of the TWQA (Texas Water Quality Association) logo or credentials.
- Failure to respond in timely manner to customer complaints.
- Failure to provide timely and competent installation and service.
- False or misleading statements or information about products or services.

7. **Please describe** your complaint in detail (attach extra sheets if necessary). Identify the specific individuals involved, who said what and when, as well as what was done and when.

8. **Do you have any documents**, photos, videos, emails, texts, business cards, brochures or similar evidence that substantiates what you have described in your complaint? Yes No

If "yes", please provide copies of those documents via email (see email address below) with this complaint form.

9. **Have you complained to the business?** Yes No If "yes", when? _____

If you complained to the business, what was the business' response? *(Please include the name of the person you spoke with, if you remember who that was).*

The Texas Water Quality Association is prohibited from giving legal advice or opinions or acting as your personal attorney.

In signing this complaint, I understand that the Texas Water Quality Association does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint for informational purposes only.

The above statements are true and accurate to the best of my knowledge.

Signature

Date

Please return this form to: Texas Water Quality Association
twqa-support@amc-texas.com
2109 Luna Rd. St. 100
Carrollton, TX 75006
(361) 573-6707