I Have a Complaint!

Resource Type: Articles

Topic: General

NOTE: NRMC is unable to provide assistance to individuals who want to lodge complaints against nonprofits, and we are unaware of any agency whose sole purpose is to accept or respond to complaints. We invite you to review the suggestions in this article, with the understanding that federal and state agencies that offer complaint forms are taxpayer funded and under-resourced. Please do not contact NRMC by email or phone to request assistance making a complaint against a nonprofit. We receive many such requests and simply do not have the resources to return all of the calls and emails we receive regarding complaints. We wish you all the best in pursuing your concerns directly with a nonprofit or finding alternative organizations in your community.

Let's face it no one's perfect, including nonprofit organizations created to support individuals, improve lives, and strengthen communities. Even with a dedicated leadership team and hard-working staff, mistakes are made, egos are bruised and things go wrong in the life of every tax-exempt, nonprofit organization.

From time to time, individual stakeholders may be inspired to file a complaint about a nonprofit. Nonprofit leaders who view a stakeholder complaint as an opportunity to grow and improve make the process of complaining simple and straightforward. Step right up. Tell us what went wrong from your perspective and share your thoughts on how we can remedy the situation. The Nonprofit Risk Management Center encourages every nonprofit to welcome complaints and remove unnecessary barriers to complaining, such as lengthy forms, frustration-inducing voice mail trees, or unfriendly front-desk staff.

When nonprofit stakeholders contact NRMC to inquire about the process for filing a complaint against a nonprofit, we urge callers to begin by contacting the nonprofit to share their concern. A nonprofit should be an unhappy stakeholder's first stop to seek resolution of a complaint about the organization. The leaders of well-run nonprofits recognize that proper handling of complaints can convert an angry donor, volunteer or service-recipient into a card-carrying ambassador. When receiving a complaint from any stakeholder, remember to:

- *Sincerely acknowledge the stakeholder's frustration, anger or disappointment*;
- *Stay cool and calm*. It's easy to match a stakeholder's frustration with your own. Yet there is little benefit—and much to lose—in allowing frustration to get the upper hand. Try to see patience as a strategic lever for getting to the heart of the problem and its positive resolution.
- *Take time to understand the nature/subject of the complaint*. Resist the urge to rattle off your official policy on the matter. Nothing will anger a volunteer, donor or service recipient quicker than a too-quick recitation of even slightly inapplicable organization policy.
- *Remember that you may not be the best person to handle the complaint*. If a colleague has essential details or authority that may be relevant to resolving the complaint, politely propose to connect the complainant with the appropriate colleague. Offer to stay involved or follow-up so the stakeholder doesn't feel that they are been handed off.

If At First You Don't Succeed…

There may be times when you have a complaint against a nonprofit that can't be resolved directly with the organization. State governments exercise regulatory authority over the nonprofits incorporated within their

borders. In some states the office with oversight responsibility—including the authority to investigate complaints—is the office of the state attorney general, while in other jurisdictions it is the secretary of state's office or a separate department of consumer protection. A growing number of the states have created easy-to-use online forms for filing complaints against nonprofits.

Keep in mind that state agencies and their staff cannot provide legal counsel or representation to an individual filing the complaint. If you have a personal claim for which you are seeking monetary damages or specific performance, you will need to retain counsel. Also keep in mind that government agencies do not have the financial resources to thoroughly investigate every complaint about organizations, including nonprofits. NRMC does not collect or retain data on how complaints are handled nor can we forecast the likelihood that a complaint to a government agency will be addressed. If you discover that one of the links below has changed or there is another avenue for reporting concerns in your state, please let us know at info@nonprofitrisk.org.

Internal Revenue Service

Members of the public may send information that raises questions about an exempt organization's compliance with the Internal Revenue Code to IRS – EO Referrals, 1100 Commerce Street, MC 4910 DAL, Dallas, TX 75242. They may use Form 13909, *Tax-Exempt Organization Complaint (Referral) Form*, for this purpose.

In addition to oversight by the IRS, tax-exempt organizations are subject to oversight by State charity regulators and State tax agencies. Additional resources include state charity regulators and/or state tax agencies.

Note: The listing below does not include state labor departments or human relations/EEOC agencies—the agencies that typically handle claims and complaints about wage and hour or civil rights violations.

Alabama
Online complaint form: www.alabamaag.gov/consumer-complaint/

Alaska
Brochure regarding Consumer Protection Act: https://law.alaska.gov/pdf/consumer/BrochureGeneric_TRI.pdf

Background on filing a complaint: www.law.state.ak.us/department/civil/consumer/cp_complaint.html

Directions on how to handle your own complaint, including a sample complaint letter: www.law.state.ak.us/department/civil/consumer/complaint-own.html

Consumer complaint form (online): https://law.alaska.gov/department/civil/consumer/complaint-form.html

Arizona
Procedures for filing a consumer fraud complaint online or by mail: www.azag.gov/complaints/consumer

Consumer complaint form for on line filing: consumer-complaint.azag.gov/publiccomplaint/begin.aspx

Consumer complaint form for mailing: English or Spanish

Arkansas
Consumer complaint form for online submissions: arkansasag.gov/file-a-complaint/

Consumer Complaint for mailing: English or Spanish

California
General information regarding handling charity complaints: http://oag.ca.gov/charities

Charity complaint form (online): https://oag.ca.gov/charities/complaints

Complaint to attorney general on a nonprofit organization: http://ag.ca.gov/charities/forms/charitable/ct9.pdf

Colorado
General instructions for submitting a complaint, including link for Complaint Form Charities Program: https://www.coloradosos.gov/pubs/charities/complaints.html

Connecticut

General information from the office of the Attorney General: portal.ct.gov/ag/common/complaint-form-landing-page

Information about the work done by Special Litigation and Charities Unit: portal.ct.gov/ag/special-litigation/what-we-do-in-the-special-litigation–charities-section

Complaint form: www.dir.ct.gov/ag/complaint/e-complaint.aspx?CheckJavaScript=1

Delaware
General information from the Attorney General: attorneygeneral.delaware.gov/fraud/cpu/

Complaint form: attorneygeneral.delaware.gov/fraud/cmu/complaint/

District of Columbia
General information from the Attorney General: oag.dc.gov/consumer-protection

How to protect yourself from charity scams: oag.dc.gov/consumer-protection/consumer-alert-charity-scams

Online Complaint form: dcoag.my.site.com/dcoagcomplaints/s/?language=en_US

Consumer Complaint form for mailing: English or Spanish

Florida
General information about the Florida Department of Agriculture and Consumer Services: www.fdacs.gov/Consumer-Resources/Charities/Charity-Scams

Online complaint form for submission to the Division of Consumer Services: complaints.fdacs.gov/en-US/

Georgia
General information about the office of consumer protection and approaches to filing a complaint: http://consumer.georgia.gov/consumer-topics/charities

Online complaint form: consumer.georgia.gov/resolve-your-dispute/how-do-i-file-complaint/consumer-complaint-form#no-bac

Hawaii
General information re: attorney general's oversight: http://hawaii.gov/ag/charities/

Complaint to the attorney general on a nonprofit organization: https://ag.hawaii.gov/tax/files/2023/10/Tax-Charities-Complaint-Form-v3.pdf

Idaho
Office of the attorney general information re: charitable fraud and filing a complaint online: www.ag.idaho.gov/office-resources/online-forms/?form=File%20a%20Complaint&complaint=Consumer%20Complaint

Consumer complaint form: https://www.ag.idaho.gov/content/uploads/2025/09/CPDComplaintForm.pdf

Illinois
General information filing a consumer complaint, with links to form: www.illinoisattorneygeneral.gov/consumer-protection/charities/

Attorney general consumer fraud bureau online complaint form: forms.illinoisattorneygeneral.gov/Forms/Charitable-Trust-Complaint-Form

Indiana
General information about charitable giving: www.in.gov/attorneygeneral/consumer-protection-division/charities-and-donors/charitable-giving/

General information about filing a consumer complaint: www.in.gov/attorneygeneral/consumer-protection-division/file-a-complaint/

Online consumer complaint form: inoag.my.salesforce-sites.com/ConsumerComplaintForm

Consumer complaint form for mailing:
www.in.gov/attorneygeneral/consumer-protection-division/files/Printable-Consumer-Complaint-Form.pdf

Iowa
General information about protecting charitable giving:
www.iowaattorneygeneral.gov/for-consumers/general-consumer-information/charitable-giving

Information about nonprofit abuse complaints:
www.iowaattorneygeneral.gov/for-consumers/general-consumer-information/charitable-giving/nonprofit-abuse-complaints-

Online nonprofit abuse complaint form:
www.iowaattorneygeneral.gov/for-consumers/general-consumer-information/charitable-giving/nonprofit-abuse-complaints-/nonprofit-abuse-online-complaint-form

Printable form:
https://www.iowaattorneygeneral.gov/for-consumers/general-consumer-information/charitable-giving/nonprofit-abuse-complaints-/nonprofit-abuse-printable-complaint-form/

Kansas
General information regarding filing a consumer complaint including links: www.ag.ks.gov/file-a-complaint

General information of attorney general assisting consumers: www.ag.ks.gov/divisions/public-protection

Charitable organization investigative request: www.ag.ks.gov/file-a-complaint/charity-fraud

Printable form: https://www.ag.ks.gov/home/showpublisheddocument/22632/638775602722970000

Kentucky

Links for resources on charitable giving:
www.ag.ky.gov/Resources/Consumer-Resources/charity/Pages/default.aspx

Consumer complaint information:
www.ag.ky.gov/Resources/Consumer-Resources/Consumers/Pages/Consumer-Complaints.aspx

Online consumer complaint and mediation form:
https://kyoag.highq.com/kyoag/renderSmartForm.action?formId=078dc72e-bd16-4041-9119-d248b2240c25

Louisiana
General information regarding charities: www.ag.state.la.us/Charities

Charity complaint form: www.ag.state.la.us/Files/Shared/Documents/CharityDisputeForm.pdf

Maine
General information about consumer protection: www.maine.gov/ag/consumer/

Links to forms: www.maine.gov/ag/consumer/charities/complaint.shtml

Online Complaint form: https://me.accessgov.com/ag/Forms/Page/ag/charitablecomplaint/1

Maryland
Are You Concerned About a Charity? Let Us know online form: www.sos.state.md.us/charity/Concern.aspx

Massachusetts
Background on AG's Oversight & Enforcement Role:
www.mass.gov/orgs/the-attorney-generals-non-profit-organizationspublic-charities-division

Charitable Organization Complaint Form: www.mass.gov/how-to/file-a-complaint-about-a-charity-or-non-profit

Michigan
General information regarding charities: www.michigan.gov/ag/resources/giving-wisely-to-charity

Consumer Complaint/Inquiry Filing Information: www.michigan.gov/ag/complaints

Online filing complaint form: secure.ag.state.mi.us/complaints/consumer.aspx

Consumer complaint inquiry form – printable version:
https://www.michigan.gov/ag/-/media/Project/Websites/AG/complaints/Consumer-Complaint-Form-Rev-Sept-2022.pdf?rev=8fea3e88840b4ec1b436f0db1c0a3c64&hash=6899C4A3B3C3807E8002B01CFA16CF74

Minnesota

General information about charities and filing a complaint: https://www.ag.state.mn.us/Charity/

Nonprofit/charity complaint: www.ag.state.mn.us/Charity/FileAComplaint.asp

Mississippi
General information about the Securities and Charities Division of the Secretary of State:
www.sos.ms.gov/charities

Charity complaint form:
http://charities.sos.ms.gov/online/portal/ch/ExecuteWorkflow.aspx?workflowid=gdf383f77-7262-41c7-b72a-658e72636b75

Missouri
Information about consumer protection: ago.mo.gov/divisions/consumer/

Consumer complaint form online: app.ago.mo.gov/app/consumercomplaint

Consumer complaint form – printable: https://ago.mo.gov/wp-content/uploads/consumercomplaintformCH.pdf

Montana
Office of Consumer Protection: dojmt.gov/office-of-consumer-protection/

Complaint against a nonprofit: dojmt.gov/office-of-consumer-protection/complaint-against-a-non-profit-organization/

Nebraska
Information regarding consumer protections and charity organizations: protectthegoodlife.nebraska.gov/charity-home-page; protectthegoodlife.nebraska.gov/nonprofit-corporations

Charity/nonprofit organization complaint form:
www.nebraska.gov/apps-ago-complaints/?preSelect=CHARITIES_COMPLAINT

Nevada
Consumer complaint FAQ: ag.nv.gov/Complaints/CSU_Complaints___FAQ/

Complaint form: English Spanish

New Hampshire
Consumer complaints – Understanding the Complaint Process:
www.doj.nh.gov/citizens/consumer-protection-antitrust-bureau/consumer-complaints

Online Consumer complaints form: onlineforms.nh.gov/app/#/formversion/e0c5d644-c9d8-4056-a7cc-24d29c446fcb

Printable Form:
https://onlineforms.nh.gov/nform//FormVersion/DownloadOfflineForm/c967348a-113a-4f05-ae88-1889f440b918?fileToken=c967348a-113a-4f05-ae88-1889f440b9181778255561962

New Jersey

New Jersey Division of Consumer Affairs – Charities Registration & Investigation:
https://www.njconsumeraffairs.gov/charities

Tips on Charitable Giving for New Jersey Consumers:
www.njconsumeraffairs.gov/News/Consumer%20Briefs/charitable-giving-by-new-jersey-consumers.pdf

Division of Consumer Affairs – How to File a Complaint:
www.njconsumeraffairs.gov/Documents/NJ-Office-of-Consumer-Protection-Complaint.pdf

Consumer Complaint Form: njconsumeraffairs.nj.gov/file-a-complaint/

New Mexico
Charity information in New Mexico: nmdoj.gov/charities/

Consumer Protection Division, general information: nmdoj.gov/about-the-office/affirmative-litigation/#consumer-protection

Submit a complaint online: nmdoj.gov/get-help/submit-a-complaint/

Printable form: English or Spanish

New York
Contact information regarding charities: www.charitiesnys.com/contact_new.html

Complaint inquiry form (online): https://ag.ny.gov/file-complaint/charities-and-fundraising

North Carolina
General information regarding charities from the Department o f Justice: ncdoj.gov/protecting-consumers/charity/

File a Complaint: ncdoj.gov/file-a-complaint/

North Dakota
Consumer Protection Information and Links: attorneygeneral.nd.gov/consumer-resources/

Consumer Complaint Form: attorneygeneral.nd.gov/consumer-resources/general-complaint/

Ohio
Charitable Law Section: charitable.ohioago.gov/About-the-Charitable-Law-Section

How to file a complaint: charitable.ohioago.gov/File-a-Complaint

Consumer Complaint Form – online: filecomplaint.ohioattorneygeneral.gov/#

Charitable Organization Complaint Form printable:
https://charitable.ohioago.gov/getattachment/c0b6c8c3-e30c-480e-b642-01518abba59c/Charitable-Organization-or-Solicitation-Complaint

Oklahoma
Charity Enforcement Unit: oklahoma.gov/oag/about/divisions/charity-enforcement.html

Charity Complaint Form: oklahoma.gov/oag/about/divisions/charity-enforcement/charity-complaint.html

Consumer Protection Unit: oklahoma.gov/oag/about/divisions/cpu.html

Oregon
DOJ Charitable Activities: www.doj.state.or.us/charitable-activities/

Submit a complaint about a charity: justice.oregon.gov/Charities/Complaint

Solicitation Complaint Form:
https://www.doj.state.or.us/wp-content/uploads/2017/09/Charity-Complaint-Form-PDF.pdf

Pennsylvania
Charitable Giving Information: www.attorneygeneral.gov/protect-yourself/charitable-giving/

Charitable Trusts and Organizations Complaint Form:

www.attorneygeneral.gov/submit-a-complaint/charitable-trusts-and-organizations-complaint-form/

Rhode Island
Charitable Trust Matters: riag.ri.gov/about-our-office/divisions-and-units/civil-division/government-litigation/charitable-trust-matters

Consumer Complaint Form: riag.ri.gov/forms/consumer-complaint

South Carolina
Department of Consumer Affairs Complaint Services information and link to form: consumer.sc.gov/consumer-resources/consumer-complaints

Online Complaint Form: applications.sc.gov/DCAComplaintSystem/Login/ConsumerLogin.aspx

Printable Complaint Form: https://consumer.sc.gov/sites/consumer/files/Documents/Consumer%20Services/Complaint_Form_Instructions.pdf

General Information, Charities: sos.sc.gov/online-filings/charities-pfrs-and-raffles/charities

Charitable Solicitation Complaint Form: sc.accessgov.com/sos/Forms/Page/sos/charitablesolicitationcomplaint/0

South Dakota
Consumer Protections, Charities: consumer.sd.gov/fastfacts/charity.aspx

Online consumer complaint form: https://consumer.sd.gov/complaintform.aspx

Consumer Complaint printable form: https://consumer.sd.gov/docs/Consumer-Complaint-Form.pdf

Tennessee
Division of Consumer Affairs: www.tn.gov/attorneygeneral/working-for-tennessee/consumer-affairs.html

File a Complaint: www.tn.gov/attorneygeneral/working-for-tennessee/consumer/file-a-complaint.html

Online complaint form: agtnprod.powerappsportals.us/DCA/

Texas

Charities and Nonprofit – complaints and enforcements: https://www.texasattorneygeneral.gov/divisions/charitable-trusts/charitable-trusts-complaints

Complaint form (online): https://consumerprotection.texasattorneygeneral.gov/consumercomplaintportal/s/

Utah
Division of Consumer Protection: dcp.utah.gov

Consumer complaint form: https://services.commerce.utah.gov/dcp-complaint/

Vermont
How to file a complaint including online link: https://ago.vermont.gov/cap/get-help-consumer-complaint

Complaint form (online): https://ago.vermont.gov/consumer-assistance-program-complaint-form

Virginia
Consumer Protections, Charities: www.oag.state.va.us/consumer-protection/index.php/file-a-complaint?view=article&id=7

Online complaint form: www.oag.state.va.us/consumercomplaintform/start

Printable Form: http://www.vdacs.virginia.gov/pdf/cscomplaint.pdf

Washington
General information including links to electronic and printable forms: www.atg.wa.gov/fileacomplaint.aspx

West Virginia
General information about charities: https://sos.wv.gov/charities-compliance

Complaint form: https://sos.wv.gov/media/279/download?inline

Wisconsin
DFI, Report a charitable organization violation:
dfi.wi.gov/Pages/BusinessServices/CharitableProfessionalOrganizations/ReportViolation.aspx

Wyoming

Information and contacts for making a complaint: attorneygeneral.wyo.gov/law-office-division/consumer-protection-and-antitrust-unit/consumer-complaints