**Section 450.10 Complaint Procedures**

a) Filing of Complaint. All complaints must be in writing, signed by the complainant and, if the complainant is represented by an attorney, signed by the complainant and such attorney. Complaints may be filed in person or by mail. Copies of all relevant documents including advertisements should be attached to the complaint.

b) Docketing and Numbering Complaints. Each complaint filed shall be docketed and given a number. Correspondence with the Division should bear the complaint number.

c) Determination of Jurisdiction. Within a reasonable time after filing, each complaint will be reviewed to determine whether the Attorney General has jurisdiction thereof. The Division shall notify the complainant by mail respecting its determination concerning jurisdiction.

d) Notice of Complaint. If the Division determines that it has jurisdiction, it shall inform the respondent by mail:

1) the substance of the complaint filed against him;

2) when and by whom is was filed;

3) that the respondent has the right to respond to the complaint;

4) that any response must be sent by mail within 5 days following receipt of the Division's letter;

5) that unless a response is made demonstrating clearly that the Division lacks jurisdiction or that there is no substantial claim, a hearing may be set on the matter.