



**Office Use Only:**  
Complaint #:

## Consumer Complaint Form

The Ohio Attorney General's Consumer Protection Section provides a complaint resolution process to resolve disputes between consumers and businesses. If you have a complaint regarding a consumer transaction, you may file a complaint with our office.

**Email your complaint form to:** Erin Hall – [erin.hall@ohioattorneygeneral.gov](mailto:erin.hall@ohioattorneygeneral.gov)

You may also mail your complaint form to the address listed above.

## Information about You (the Consumer):

Parent's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Preferred Phone Number: (\_\_\_\_) \_\_\_\_\_

Preferred Email Address: (\_\_\_\_) \_\_\_\_\_

School: \_\_\_\_\_

## Subject of the Complaint (Business Information):

Discovery Tours, Inc.  
6501 Wilson Mills Road, Suite B1  
Mayfield Village, Ohio 44143

Phone: (800) 590-2669 / (216) 531-8884  
Fax: (800) 531-8885  
Email: [info@tourwithdiscovery.com](mailto:info@tourwithdiscovery.com)

## About the Transaction:

Product/Service Involved: Travel company for school trip (hotel/transportation/tours/food bills)

Date of purchase: \_\_\_\_/\_\_\_\_/\_\_\_\_ (mm/dd/yyyy)

Did you sign a contract? Yes \_\_\_\_ No \_\_\_\_

Have you paid in full? Yes \_\_\_\_ No \_\_\_\_

Are you making payments? Yes \_\_\_\_ No \_\_\_\_

Amount paid: \$\_\_\_\_\_ Method of payment: \_\_\_\_\_

**Please attach copies of your contract and proof of payment (i.e., cancelled check, credit card receipt). Any information you submit is considered public record and may be released as part of a public records request. Remove Social Security numbers, credit card numbers, debit card numbers, and other bank account numbers.**

Describe the transaction and your complaint: \_\_\_\_\_

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## Acknowledgement of Terms and Conditions:

By submitting this complaint I acknowledge that the information given above is true to the best of my knowledge and belief. I understand that any information I submit to the Ohio Attorney General's Office is considered public information and may be released in a public records request. I understand a copy of this form and all documents relating to my complaint will be forwarded to Discovery Tours. I understand that the Ohio Attorney General cannot serve as my private attorney.

Date submitted: \_\_\_\_/\_\_\_\_/\_\_\_\_ (mm/dd/yyyy)