



# Consumer Protection Case Management Checklist Template

## Case Intake & Initial Assessment

Initial data gathering and categorization of the consumer protection case.

### Complainant Name

Write something...

### Brief Description of Complaint

Write something...

### Type of Consumer Protection Violation

- ☐ False Advertising
- ☐ Deceptive Practices
- ☐ Contract Issues
- ☐ Unfair Business Practices
- ☐ Product Safety Concerns
- ☐ Other

### Monetary Loss (Estimated)

Enter a number...

### Date of Incident

Enter date...

### Products/Services Involved

- ☐ Product
- ☐ Service
- ☐ Both

### Case ID (Auto-Generated)

Write something...

## Complainant Information Verification

Confirming the identity and contact details of the complainant.

### Complainant Full Name

Write something...

### Date of Birth (YYYY-MM-DD)

Enter a number...

### Mailing Address

Write something...

### Email Address

Write something...

### Phone Number

Write something...

### Preferred Contact Method

- ☐ Phone
- ☐ Email
- ☐ Mail

## Respondent Identification & Contact

Identifying and verifying the contact information of the business/entity involved.

### Business Legal Name

Write something...

### Doing Business As (DBA)

Write something...

### Registered Business Address

Write something...

### Business Phone Number

Enter a number...

### Contact Person Name

Write something...

### Contact Person Title

Write something...

### Contact Person Email Address

Write something...

### Business License/Registration Document

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## Documentation Review & Evidence Gathering

Collecting and reviewing relevant documents (contracts, receipts, correspondence) and other evidence.

### Contract/Agreement

 Upload File

## Receipts/Invoices

 Upload File

## Summary of Consumer's Account of Events

Write something...

## Description of Products/Services Involved

Write something...

## Correspondence (Emails, Letters)

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## Type of Misleading Practice (if applicable)

- ☐ False Advertising
- ☐ Deceptive Pricing
- ☐ Unfair Business Practices
- ☐ Misrepresentation
- ☐ Other

## Date of Transaction/Incident

Enter date...

# Legal Research & Applicable Laws

Researching relevant consumer protection laws and regulations.

## Summary of Applicable Consumer Protection Laws

Write something...

## Primary Governing Law(s)

- ☐ Federal Trade Commission Act
- ☐ Consumer Credit Protection Act
- ☐ Fair Debt Collection Practices Act
- ☐ State-Specific Consumer Protection Act (Specify)
- ☐ Other (Specify)

## Specific Statute Section(s) Relied Upon

Write something...

## Legal Precedent & Case Law Summary

Write something...

## Relevance of Case Law

- ☐ Directly Applicable
- ☐ Persuasive Authority
- ☐ Illustrative Example

# Demand Letter/Initial Communication

Preparing and sending a demand letter or initial communication to the respondent.

## Draft Demand Letter Content

Write something...

## Letter Delivery Method

- ☐ Certified Mail
- ☐ Email
- ☐ Personal Delivery

## Letter Sent Date

Enter date...

## Summary of Initial Communication

Write something...

## Communication Method

- ☐ Phone Call
- ☐ Email
- ☐ Written Letter

### Response Deadline (Days)

Enter a number...

## Negotiation & Resolution Attempts

Documenting negotiation efforts and any proposed resolutions.

### Date of Initial Contact with Respondent

Enter date...

### Summary of Initial Communication & Proposed Resolution

Write something...

### Amount of Settlement Offer (USD)

Enter a number...

### Respondent's Initial Response to Offer

- ☐ Accepted
- ☐ Rejected
- ☐ Countered
- ☐ No Response



### Details of Counteroffer (If Applicable)

Write something...

### Date of Last Negotiation Attempt

Enter date...

### Negotiation Outcome

- ☐ Settled
- ☐ Mediation Scheduled
- ☐ Further Negotiation Needed
- ☐ Stalled

## Mediation/Arbitration (If Applicable)

Tracking mediation or arbitration proceedings and outcomes.

### Mediation/Arbitration Scheduling Date

Enter date...

### Mediation/Arbitration Start Time

Enter time...

### Mediator/Arbitrator Selected?

- ☐ Yes
- ☐ No

### Mediator/Arbitrator Notes & Contact Information

Write something...

### Initial Proposal Presented?

- ☐ Yes
- ☐ No

### Amount Proposed (if applicable)

Enter a number...

### Summary of Mediation/Arbitration Session

Write something...

### Agreement Reached?

- ☐ Yes
- ☐ No

## Complaint Filing (If Necessary)

Preparing and filing formal complaints with relevant agencies.


### Agency Selection

- ☐ Federal Trade Commission (FTC)
- ☐ State Attorney General's Office
- ☐ Local Consumer Protection Agency
- ☐ Better Business Bureau (BBB)
- ☐ Other (Specify)

### Complaint Summary

Write something...

### Supporting Documents (Contracts, Receipts)

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### Complaint Filing Date

Enter date...

### Case/Reference Number (assigned by agency)

Enter a number...

### Agency Contact Person (if applicable)

Write something...

# Litigation (If Applicable)

Managing legal proceedings, including discovery, motions, and trial preparation.

## Filing Date - Complaint/Lawsuit

Enter date...

## Summary of Complaint Allegations

Write something...

## Case Number/Court ID

Enter a number...

## Jurisdiction

- ☐ State
- ☐ Federal
- ☐ Local

## Initial Pleadings - Complaint/Petition

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## Discovery Deadline

Enter date...

### Trial Date (if scheduled)

Enter date...

## Settlement/Judgment

Documenting settlement agreements or court judgments.

### Settlement/Judgment Date

Enter date...

### Summary of Settlement Terms

Write something...

### Monetary Settlement Amount

Enter a number...

### Type of Resolution

- ☐ Consent Order
- ☐ Negotiated Settlement
- ☐ Default Judgment
- ☐ Mediation Agreement

### Copy of Settlement Agreement (PDF)

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Complainant Signature

# Case Closure & Record Keeping

Finalizing the case, securing necessary documentation, and archiving case files.

Case Closure Date

Enter date...

Summary of Case Outcome & Resolution

Write something...

Resolution Type

- ☐ Settlement
- ☐ Mediation
- ☐ Court Order
- ☐ Dismissal
- ☐ Other

Total Case Costs (USD)

Enter a number...

Finalized Settlement Agreement (if applicable)

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### Notes on Compliance Monitoring Required

Write something...

### Case Status Update

- ☐ Closed
- ☐ Resolved
- ☐ Inactive

## Compliance & Remediation

Ensuring the respondent complies with agreed-upon remedies or court orders.

### Remediation Deadline

Enter date...

### Detailed Remediation Plan Description

Write something...

### Monetary Restitution Amount

Enter a number...

**Compliance Status**

- ☐ Compliant
- ☐ Partially Compliant
- ☐ Non-Compliant

**Supporting Documentation (e.g., receipts, invoices)**

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**Notes on Compliance Efforts & Challenges**

Write something...