



Arkansas Towing and Recovery Board
900 West Capitol Avenue, Suite 400
Little Rock, AR 72201
Phone: 501-682-3801

Sarah Huckabee Sanders
Governor
Daryl Bassett
Secretary
Paul Burnett
Director

Consumer Complaint Notice Must Be Posted in Your Customer Service Area

Suggested language to comply with Act 1117 passed during the Regular Session.

The sign must be placed in a conspicuous and central location visible to any customer that is visiting your place of business. The sign must be at least 16"x20" in size, the type must be clear and legible and of a point size that is proportional to the sign's size.

Nothing in the law prohibits a company from posting on the notice a statement directing the customer to an owner, manager or staff person designated to manage and resolve consumer complaints.

Below is an Example of the Sign to Post.

**An Unresolved Complaint with this
Tow Company May be Filed**
with the
**Arkansas Towing &
Recovery Board**
Call 501.682.3801
Visit the Website www.artowing.org
This sign is placed as a public service and complies with ACA
§27-50-1203(e)(1)(I)(i)

Failure to post this sign may result in a fine of \$50.00 to \$250.00.