



**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 A.C.A. §27-50-1203(e)(1)(I)(i). 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.arkansas.gov](http://www.artowing.arkansas.gov)**

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.**