



**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

**#9a**

## **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.**