



## **Weights and Measures Complaint/Concern Form**

When you as a consumer make a purchase at a supermarket, gas station, delicatessen, or other retail establishment, do you ever ask yourself if that scale is weighing correctly? Did the prepackaged meat you have just purchased have the correct total selling price on the label? Did you receive the correct amount of home heating oil in your last delivery? And the gasoline pump you just used to fill up your tank – did the gas seem a little more costly than usual?

The Weights and Measures inspector is constantly checking and re-checking all of these devices to make sure that any of these mechanical instruments does not malfunction because of normal wear and tear. It is the inspector's job to seek out and find these errors.

If you believe you have been “shorted,” either at a gas pump, a mulch/firewood sale, or even at the grocery market scale, the Weights and Measures department will look into your complaint. This form can be used for gas station complaints or suspected shortages, mulch, firewood, topsoil shortages, retail weighing issues, parking meters, timing devices or register scanning issues (shelf price difference, etc.).

Consumer Name:

Street, City, State, Zip:

Best Daytime Telephone Number with area code:

Email Address:

Do you wish to be contacted once complaint is investigated and/or inspection is complete?

Yes  No

If answered yes, please check the method we should use to contact you:

Email  Telephone

**Complaint/Concern Submitted Against**

Business Name: [Redacted]

Street, City, State, Zip: [Redacted]

City, Borough, Township: [Redacted]

Telephone Number with area code: [Redacted]

*Submission of this form serves as permission given to the Westmoreland County Weights and Measures Inspectors to act on my behalf.*

*Sign and Date* \_\_\_\_\_

<b>For gasoline station complaints only:</b> Pump # [Redacted]
<input type="checkbox"/> Regular <input type="checkbox"/> Premium <input type="checkbox"/> Super <input type="checkbox"/> Diesel <input type="checkbox"/> Kerosene
Do you have a receipt?
<input type="checkbox"/> Yes <input type="checkbox"/> No

My complaint/concern is as follows:  
[Redacted]

Please be sure to label anything mailed and/or faxed with our name and the business name. Include this form and please provide copies of all relevant documents or receipts by using one of the following methods:

Fax:                **724-830-3969**

Mail:                **Westmoreland County  
Bureau of Weights and Measures  
194 Donohoe Road  
Greensburg, PA 15601**