



STATE OF FLORIDA  
DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

DIVISION OF FLORIDA CONDOMINIUMS, TIMESHARES, AND MOBILE HOMES

**BUREAU OF COMPLIANCE - TIMESHARE SECTION**

Uniform Timeshare Complaint Form Instructions

Complaints must be submitted in writing to:

DBPR – DFCTMH  
Northwood Centre  
1940 North Monroe Street  
Tallahassee, FL 32399-1032

**NOTE: If the timeshare resort is in a foreign country and the purchase took place in that foreign country we cannot help you. Your purchase or ownership of the timeshare in a foreign country is guided by the laws of that country. The presence of a management firm, customer service provider, mail receiving location, or a corporate office in Florida does not bring the timeshare plan under our jurisdiction.**

For your information the following foreign timeshare complaint contact information is provided.

- Aruba – Antilles. Contact the Office of the Consulate for The Netherlands, at 4200 Linnean Ave, NW, Washington D.C. 20008, (202-244-5300), (<http://www.netherlands-embassy.org>)
- Bahamas - Consulate for the Bahamas, in Miami, Florida at (305-373-6295)
- Cayman Islands - The Cayman Islands are a British Overseas Territory. The Cayman Islands highest official is the Governor, His Excellency, Mr. Bruce Dinwiddy. Telephone 345-949-7900. Fax 345-949-7544
- Dominican Republic - Oficina Molia Republic Dominicana, Calle 2 #1, Santo Domingo, Republic Dominicana (Dominican Republic), 809-686-3873, the Dominican Republic has a representative in the United States: Oficina Administrativa - Republic Dominicana, 777 Brickell Ave., Miami, FL 33131.
- Mexico - Ms. Adriana Campos, Directoria General de Quejas Conciliacion, y Arbitraje de la PROFECO, Jose Vasconcelo #208 6 piso, Col. Condesa, Mexico, DF. Also the Mexican Association of Resort Developers; Asociacion Mexicana De Desarrolladores Turisticos, A.C., AMDETUR, Rio Becerra No. 11, Col. Napoles, 03810 Mexico, D.F., (Telephone: 669-46-30).

**NOTE: If your complaint involves the purchase of a VACATION TRAVEL PACKAGE we cannot help you. As a general matter, travel related issues are handled pursuant to the Seller of Travel provisions of Chapter 559, Florida Statutes, and are enforced by the Department of Agriculture and Consumer Services (850-488-2221), 2005 Apalachee Parkway, Tallahassee, FL 32399-6500 <http://www.800helpfla.com/complnt.html> You may wish to file a complaint with that agency.**

Thank you for allowing us to be of service.

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**TIMESHARE COMPLAINT**

**INSTRUCTIONS:** This form should be typewritten or **legibly** printed. To expedite the processing of your complaint, please answer each item to the best of your ability. If available, please attach any supporting documents or information you have pertaining to the issues in your complaint.

**1. PERSON FILING THE COMPLAINT**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ County \_\_\_\_\_  
State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Home Telephone \_\_\_\_\_ Business \_\_\_\_\_  
Cellular Telephone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

I have filed a complaint with the Division in the past? If YES, (when) \_\_\_\_\_

Case number \_\_\_\_\_

**2. COMPLAINT TYPE (Check as applicable)**

Developer      Resale Company      Travel Company      Management Company      Association  
Collection Agency      Exchange Company      Other \_\_\_\_\_

**3. RESPONDENT (The person or company you are complaining about)**

Company Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip Code \_\_\_\_\_  
Telephone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_  
Contact Person \_\_\_\_\_

Have you notified the Respondent of the issue(s) in your complaint      Y      N

If yes: How did you notify the Respondent? \_\_\_\_\_

When did you notify the Respondent? \_\_\_\_\_

Did you get a response from the Respondent?      Y      N

If yes, please provide a copy of your letter and a copy of the response.

**4. TIMESHARE**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ County \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Contact Person \_\_\_\_\_

Unit no./Week No. \_\_\_\_\_

**5. OTHER INFORMATION**

Have you retained Legal Counsel regarding this complaint?      Y      N

If yes:

Attorney Name \_\_\_\_\_

Law Firm \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

ATTACH COPIES, DO NOT SEND ORIGINALS

**NOTE:**

1. Florida has a very broad Public Records law. All documents and attachments submitted with this complaint are subject to public inspection under Chapter 119, Florida Statutes.

2. Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his/her official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in sections 775.082, 775.083, or 837.06, Florida Statutes.

Date \_\_\_\_\_

Signature of Complainant(s) \_\_\_\_\_  
\_\_\_\_\_

(PLEASE USE THE OTHER SIDE(S) OF THIS FORM TO DESCRIBE YOUR COMPLAINT)

Please type or print legibly