

56 N.J.R. 1990 (c)

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RULE ADOPTIONS

Reporter

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Agency

LAW AND PUBLIC SAFETY > DIVISION OF CONSUMER AFFAIRS > OFFICE OF THE DIRECTOR

Administrative Code Citation

Readoption: N.J.A.C. 13:45G

Text

Notice of Readoption

Disposition of Consumer Complaints

Authority: N.J.S.A. 45:1-18, specifically 45:1-18.3.

Authorized By: Cari Fais, Acting Director, Division of Consumer Affairs.

Effective Date: September 9, 2024.

New Expiration Date: September 9, 2031.

Take notice that pursuant to N.J.S.A. 52:14B-5.1, the rules at N.J.A.C. 13:45G were scheduled to expire on November 21, 2024. The rules implement P.L. 2010, c. 17, which requires that a final disposition of a consumer complaint filed with a board or committee, the Director, through the Attorney General, or the Attorney General, be rendered within 120 days of the filing of the complaint, subject to certain events that toll the 120-day period.

Subchapter 1 establishes requirements for the disposition of consumer complaints. The rules in the subchapter set forth the purpose and scope of the chapter, definitions used in the chapter, the 120-day period for final disposition of a complaint, and standards for tolling this timeframe. The rules also provide standards for perfecting a consumer complaint and reporting to the Attorney General.

The Director of the Division of Consumer Affairs has reviewed the rules and has determined them to be necessary, reasonable, and proper for the purpose for which they were originally promulgated, as required by Executive Order No. 66 (1978). Therefore, pursuant to N.J.S.A. 45:1-18, specifically 45:1-18.3, and in accordance with N.J.S.A. 52:14B-5.1.c(1), these rules are readopted and shall continue in effect for a seven-year period.

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