**20:10:01:08.01.  Commission action on consumer complaints.** Upon the filing of a consumer complaint, the commission shall attempt to settle the complaint without formal action. If the consumer complaint cannot be properly disposed of informally, the commission shall proceed in accordance with the provisions of § 20:10:01:09.

**Source:** 2 SDR 56, effective February 2, 1976; transferred from § 20:10:14:12, 12 SDR 85, effective November 24, 1985; 12 SDR 151, 12 SDR 155, effective July 1, 1986; 33 SDR 107, effective December 26, 2006.

**General Authority:** SDCL 49-1-11(2),(4), 49-34A-6.

**Law Implemented:** SDCL 49-1-11(2),(4), 49-34A-6.