

Legal Authority to Investigate Consumer Complaints

The ISDA is required to investigate complaints related to the misbranding or misrepresentation of commodities or services when sold or offered for sale by weight, measure or count. The ISDA is also directed to investigate complaints related to adulterated fuel. The Rules for Weights and Measures provide additional details on requirements related to consumer complaints. The ISDA investigates approximately 40 – 50 complaints annually. The legal authorities related to these program tasks are outlined below.

- Idaho Code § 71-114 provides: “The director shall investigate complaints made to him concerning violations of the provisions of this act”
- Idaho Code § 71-234 provides: “Whenever any commodity or service is sold, or is offered, exposed, or advertised for sale, by weight, measure, or count, the price shall not be misrepresented, nor shall the price be represented in any manner calculated or tending to mislead or deceive an actual or prospective purchaser. . . .”
- Idaho Code § 37-2501 provides: “It shall be unlawful for any person to manufacture, sell, keep for sale, or offer for sale within the state of Idaho any gasoline, benzine, naptha, lubricating oil or grease, road oil, bituminous road materials, diesel fuel, fuel oil for boilers and internal combustion engines which is adulterated or misbranded within the meaning of this chapter”