

## HOW TO FILE A NYS DEPARTMENT OF STATE COMPLAINT

File a complaint the with the NYS Department of State against Steven Croman / 9300 Realty for incidents such as: if your rent stabilized lease is not being renewed, if there are clauses in your lease that appear to be unlawful (ie ones that take away your rights), if you are continuously being told that your rent check has been lost/not received, if you are market rate and are being overcharged (ie you should still be rent stabilized), your security deposit is unlawfully being held / used for something other than missed rent or damage you made to the apartment that's beyond "normal wear and tear", if your lease does not disclose the amount of your security deposit and where that deposit is being held, etc.

File a complaint with the NYS Department of State against Anthony Falconite for his practices as a "relocation specialist" as well. You'll have to file a separate complaint form.

1. Go to [www.dos.ny.gov](http://www.dos.ny.gov).
2. Click on "Complaint Forms" that's on the right hand side of the page.
3. Click on "Licensed Professional Complaint Form"
4. Click on language preference.
5. Scroll all the way down to the second to last line of that page then click on "Complaint Form." The "Preliminary Statement of Complaint" form will appear.
6. Complete Page 1 as directed.
7. Check the box for "Real Estate Broker / Sales" under the heading of "Type of Business Your Complaining About" then complete Page 2 as instructed for Croman / 9300 Realty or check the box for "Private Investigator" for a complaint about Anthony Falconite then complete Page 2 as directed.
8. Complete Page 3 as directed. **Include in your text that Croman is being investigated by the NYS Attorney General and/or that Anthony Falconite is the subject of a cease and desist order from the NYS Attorney General.**
9. Print out the form so that you have a saved hardcopy.
10. **To submit the form via regular mail**, click on "**Print Form**" at the top after you have completed filling out your form. *Please remember that you are required to attach copies* of supporting documentation for your complaint (receipts, contracts, applications etc.). Mail the form to:
  - a. NYS Department of State  
Division of Licensing Services  
Complaint Review Office  
PO Box 22001  
Albany, NY 12201-2001

11. If you have Internet access, please submit this form via email. Other forms of filing will delay our response to your complaint. *Please remember that you are required to attach electronic copies* of supporting documentation for your complaint (receipts, contracts, applications etc.) Maximum file size is 10MB. Please use a desktop email program such as **Outlook, Eudora**, or other similar programs. Click the "Submit by Email" button at the top of the form after you have completed filling out your form.
12. **If you do not have a desktop email program, and instead have a web-based email such as Yahoo, Hotmail, Gmail, etc., make sure to follow these simple steps:**
  1. **Save the data as a file on your computer as "ComplaintFormData.xml".**
  2. **Open your internet email account and type the following address in the addressee field: [Complaints@dos.ny.gov](mailto:Complaints@dos.ny.gov)**
  3. **Copy the "ComplaintFormData.xml" file from your computer and attach it to your email. (Note, you may also attach any other supporting documents related to your complaint to the email if they are available in electronic format.)**
  4. **Press "Send."**
13. If you have questions and/or are experiencing difficulty, contact the Stop Croman Coalition by email at [info@stopcromancoalition.org](mailto:info@stopcromancoalition.org) and a member of the SCC will assist you. You can also call 518-473-2728, which is the Division of Licensing Services Complaint Review Office in Albany.