



**OFFICE OF THE DISTRICT ATTORNEY
COUNTY OF SOLANO**

**DONALD A. du BAIN
DISTRICT ATTORNEY**

CONSUMER RESOURCE GUIDE

COMPLAINT	AGENCY	CONTACT	FUNCTION
Accountants	Board of Accountancy	(916) 263-3680 www.dca.ca.gov/cba	Ensures only qualified licensees practice public accountancy in accordance with standards.
Attorneys	State Bar of California	(800) 843-9053 www.calbar.ca.gov	Complaints against attorneys regarding possible lawyer misconduct.
	Solano Bar Association	(707) 422-0127 www.solanobar.org	Serves Solano County's legal profession & to support & improve the justice system.
Automobile Purchases	Dept of Motor Vehicles	(800) 777-0133 www.dmv.ca.gov	Odometer readings; counterfeit/fraudulent documents; registration not completed or received; false advertising; warranty; unlicensed dealer; Lemon Law information; dealer bonds.
Automobile Repair	Bureau of Automotive Repair	(800) 952-5210 www.bar.ca.gov	Automobile repair; failure to give written estimate; failure to obtain customer authorization; guarantee or warranty for labor or parts; failure to provide itemized invoice; subletting of repairs to another facility; smog inspections; unsatisfactory new motor vehicle warranty third party dispute resolution.
Banks & Trust Companies	Dept of Financial Institutions	(800) 622-0620 www.dfi.ca.gov	Investigates complaints from the general public about state-charted banks or trust companies.
Building & Safety	Dept of Resource Management	(707) 784-6765	Building & safety codes.
Business Filings	Secretary of State	(916) 653-6814 www.sos.ca.gov	Commissions notaries public; charters corporations; oversees state archives, files UCC, financing statement & tax lien information; campaign & lobbyist disclosure information; limited partnerships; elections & political reform.

Cemetery & Funeral Homes	Cemetery & Funeral Bureau	(800) 952-5210 www.cfb.ca.gov	License & regulate cemeteries, crematories, cemetery brokers, cemetery salespeople & cremated remains disposers; cemetery endowment care & special care (trust) funds; mausoleum & columbarium construction; funeral directors, embalmers, removal, transportation & burial preparation.
Charities	Registry of Charitable Trust	(916) 445-2021 www.oag.ca.gov	The Attorney General regulates charities & the professional fundraisers who solicit on their behalf.
Chiropractors	Chiropractic Examiners	(866) 543-1311 www.chiro.ca.gov	Protects consumers from fraudulent, negligent or incompetent practice of chiropractic care.
Collection Companies	US Federal Trade Commission	(877) 382-4357 www.ftc.gov	Regulates misleading, deceptive & unfair business practices on a national level; failure to disclose all credit terms before opening an account or making a loan or to correct billing errors; abusive or deceptive collection practices by debt collection agencies; inaccurate or out-of-date information in credit reports issued by credit reporting agencies.
Community Care Facilities	Health & Social Services	(707) 784-8259 www.cdss.ca.gov	
Consumer – General Questions	Better Business Bureau	(510) 238-1000 www.bbb.org	Provides mediation services; referral information; brochures.
Consumer Fraud	Office of the Attorney General	(800) 952-5225 www.oag.ca.gov	Amorist/business competition; charities; court-appointed conservatorships; Do Not Call Registry; international student exchange placement organizations; Prop 65 enforcement reporting; sellers of travel (travel agents); tobacco; identity theft; immigration consultants; telemarketing; Business Opportunities Act; SAMP violations; misappropriation of state or federal funds regarding job training.
Consumer Info Center	Dept of Consumer Affairs	(800) 952-5210 www.dca.ca.gov	Consumer information; referral & publications; Mediates complaints received against industries regulated by DCA.
Contractors	Contractors State License Board	(800) 321-2752 www.cslb.ca.gov	License & regulates contractors in the building trades professions.

Corporations	Dept of Corporations	(916) 445-7205 www.corp.ca.gov	Regulation of securities, franchises, off-exchange commodities, investment & financial services, independent escrows, consumer & commercial finance lending & residential mortgage lending.
Credit card fraud; Sweepstakes awards; Telemarketing fraud	National Consumers League	(202) 835-3323 www.fraud.org	NCL works with the FBI & FTC on credit card fraud; sweepstakes awards; telemarketing fraud – national database.
Dentist	Dental Board of California	(877) 729-7789 www.dbc.ca.gov	Licenses & regulates dentists, registered dental assistants & register dental hygienists.
Electronics, Appliances & Home Furnishings	Bureau of Electronic & Appliance Repair, Home Furnishings & Thermal	(916) 999-2041 www.bearhfti.ca.gov	Home electronics, appliances, insulation automotive radio & security systems, upholsters, furniture sellers.
Elder Abuse	Adult Protective Services	(707) 784-8259 Adult Protective Services	Investigates reports of abuse to elders & dependent adults when the abuse occurs outside of long-term-care facilities.
Email Scams/Internet Fraud	Internet Crime Complaint Center	http://www.IC3.gov	International White Collar Crime Center & FBI Federal Database re email scams.
Employment or Housing Discrimination	Dept of Fair Employment & Housing	(800) 884-1684 www.dfeh.ca.gov	Administers the Fair Employment & Housing Act against discrimination.
Federal crimes	Federal Bureau of Investigations	(916) 481-9110 www.fbi.gov	Criminal violations of law – federal.
Federal grants	US Dept of Education	(800) 872-5327 www.ed.gov	Federal grants to college students.
Financial issues	Consumer Financial Protection Bureau	(855) 411-2372 www.consumerfinance.gov	Supervises financial companies & enforces federal financial laws.
Group homes	Dept of Social Services	(916) 651-6040 www.cclld.ca.gov	Licenses & regulates group homes.
Hair salons & manicurists	Board of Barbering & Cosmetology	(800) 952-5210 www.barbercosmo.ca.gov	Regulates cosmetologists, barbers, manicurists, estheticians & electrologists.
Housing Discrimination	Dept of Fair Employment & Housing	(800) 884-1684 www.dfeh.ca.gov	Administers the Fair Employment & Housing Act against discrimination in the workplace or housing.
Insurance	Dept of Insurance	(800) 927-4357 www.insurance.ca.gov	Has jurisdiction over title & other insurance companies & provides info relating to requirement for insurance companies, agents & brokers.
	District Attorney	(800) 690-9555 District Attorney	Handles cases involving automobile insurance fraud & workers' compensation insurance fraud.

Investments	Department of Corporations	(916) 445-7205 www.corp.ca.gov	Regulation of securities, franchises, investment & financial services, independent escrows, consumer & commercial finance lending & residential mortgage lending.
Investment fraud – Against Seniors	Seniors Against Investment Fraud (Dept of Corporations)	(866) 275-2677 www.corp.ca.gov	Alerts & educates Californians over the age of 50 about investment & telemarketing fraud crimes & how to avoid being victimized.
Labeling – Deceptive	US Federal Trade Commission	(877) 382-4357 www.ftc.gov	Regulates misleading, deceptive & unfair business practices on a national level; deceptive labeling of products; failure to disclose all credit terms before opening an account or making a loan or to correct billing errors; violations of federal warranty law.
Legal Advisor	Small Claims Advisor	(707) 422-7433 www.solano.courts.ca.gov	Assistance with Small Claims forms & processes.
Legal Assistance	Legal Services of Northern California	(800) 270-7252 www.lsn.net	For low income individuals; civil law only: housing, landlord-tenant, public benefits, health benefits, education, uncontested divorce, senior assistance.
Legal Help – Seniors	Senior Legal Hotline	(800) 222-1753 www.slh.lsn.net	Provides legal assistance for Californians age 60 & over.
Long Term Care Ombudsman Crisis Line	Dept of Aging	(800) 231-4024 www.aging.ca.gov	Investigates & endeavors to resolve complaints made by, or on behalf of, residents in long-term care facilities
Mailing lists	Credit Reporting Agencies	Equifax (800) 685-1111 TU (800) 851-2674 TRW (800) 527-3933 Credit Reporting Agencies	Credit reporting companies prepare mailing lists from their databank. To remove name from list, call.
Medicare/Medicaid (Medi-Cal)	Dept of Health Care Services	(916) 445-4171 www.dhcs.ca.gov	Responsible for a variety of programs that emphasize prevention-oriented health care & delivery of medical services to the economically disadvantaged; enforce health standards in health facilities; licenses & certifies hospitals, nursing homes, dialysis centers, clinics & home health agencies; Medi-Cal & prepaid health; etc.
Mental Health	Board of Behavioral Science Examiners	(916) 574-7830 www.bbs.ca.gov	Regulates educational psychologists, licensed clinical social workers; associate clinical social workers; marriage, family & child counselors & trainees.

Mobile homes	Housing & Community Department	(916) 323-9801 www.hcd.ca.gov	Health & safety codes; building & housing standards; manufactured housing & mobile home laws; housing for low income, disabled, or elderly persons; subsidized housing in urban or rural areas; emergency shelter programs; independent living skills training programs.
Nigerian Scam	US Secret Service	(916) 325-5481 www.secretservice.gov	Letters from Nigeria or Logos offering to split money being held by individual for the heir of a deceased American citizen; Extortion demands to pay or a person will be kidnapped; charity has been left money, but has to pay a tax; etc.
Nurses	Board of Registered Nursing	(916) 322-3350 www.rn.ca.gov	Examines & licenses registered nurses (RNs); qualified nurse midwives; nurse anesthetists; nurse practitioners & public health nurses. Takes disciplinary action against unsafe or incompetent RNs.
Nursing Home Conditions/License	Dept of Health Care Services	(916) 445-4171 www.dhcs.ca.gov	Responsible for a variety of programs that emphasize prevention-oriented health care & delivery of medical services to the economically disadvantaged; enforces health standards in health facilities; licenses & certifies hospitals, nursing homes, dialysis centers, clinics & home health agencies; Medi-Cal & prepaid health.
Pell Grants	Federal Student Aid	(800) 433-3243 www.fafsa.ed.gov	Pell Grants for college students.
Pensions; Benefits; Flexible Plans	Dept of Industrial Relations – Pension & Welfare Division	(866) 924-9757 info (888) 275-9243 www.dir.ca.gov	Pensions, benefits, flexible plans.
Pest Control	Structural Pest Control Board	(916) 561-8700 www.pestboard.ca.gov	Examines, licenses & regulates persons practicing structural pest control; violation of fumigation or pesticide laws; negligent use of pesticides; failure to complete a contract; departing from plans & specifications; violating building safety, labor, health or compensation insurance laws.
Pharmacists/Pharmacy	State Board of Pharmacy	(916) 574-7900 www.pharmacy.ca.gov	Protects & promotes the health & safety of Californians by pursuing the highest quality of pharmacist's care & the appropriate use of pharmaceuticals

			through education, communication, licensing, legislation, regulation & enforcement.
Physicians & Surgeons	Medical Board of California	(800) 633-2322 www.mbc.ca.gov	Licenses & regulates physicians, surgeons, acupuncturists, audiologists, hearing aid dispensers, physical therapists, physician assistants, podiatrists, psychologists, respiratory care practitioners, speech-language pathologists, dispensing opticians, research psychoanalysts, medical assistants, perfusionists, occupational therapists & midwives.
Police Department	Benicia	(707) 745-3412	www.ci.benicia.ca.us
	CHP	(707) 428-2100	www.chp.ca.gov
	Dixon	(707) 678-7080	www.ci.dixon.ca.us
	Fairfield	(707) 428-7300	www.fairfield.ca.gov
	Rio Vista	(707) 374-6367	www.riovistacity.com
	Sheriff's Office	(707) 784-7000	www.co.solano.ca.us
	Suisun City	(707) 421-7373	www.police.suisun.com
	Vacaville	(707) 449-5200	www.cityofvacaville.com
	Vallejo	(707) 648-4321	www.ci.vallejo.ca.us
Privacy Protection	Office of Privacy Protection	www.oag.ca.gov	Assistance with identity theft & privacy concerns.
Private Investigators/Security Guards	Bureau of Security & Investigative Services	(916) 322-4000 www.bsis.ca.gov	Administers the Private Investigator Act, Private Security Services Act, Collateral Recovery Act, Alarm Company Act & Locksmith Act.
Private Party Dispute (up to \$10,000)	Small Claims Advisor	(707) 422-7433 www.solano.courts.ca.gov	Assistance with Small Claims forms & processes.
Product Safety	US Consumer Product Safety Commission	(800) 638-2772 www.cpsc.gov	Enforces regulation of household & recreational products, investigates injuries associated with consumer products, establishes safety standards .
Savings & Loans	Consumer Financial Protection Bureau	(855) 411-2372 www.consumerfinance.gov	Supervises banks, credit unions & other financial companies & enforces federal consumer financial laws.
Schools – Vocational	Bureau for Private Postsecondary & Vocational Education	(916) 431-6959 www.bppve.ca.gov	Responsible for approving & regulating private postsecondary educational institutions.
Section 8 Housing	US Dept of Housing & Urban Development	(916) 498-5220 www.hud.gov	Investigates violations of Section 8 housing.

Securities & Finance	US Securities & Exchange Commission	(202) 551-6551 (415) 705-2500 www.sec.gov	Administers federal laws involving securities & finances to protect investors & the public; corporate reorganization proceedings; registers brokers, dealers & investment companies & advisors.
Senior Health Insurance	Senior Advocacy Services	(707) 526-4108 www.senior-advocacy-services.org	Health Insurance Counseling & Advocacy Program helps with senior health insurance questions & referrals; complaints regarding specific volunteers or program managers.
Senior Housing Facilities	Health & Social Services	(707) 784-8259 www.cdss.ca.gov	Health & safety codes; building & housing standards; manufactured housing & mobile home laws; housing for low income, disabled or elderly programs; independent living skills training programs.
Senior Services	Dept of Aging	(707) 644-6612 www.aging.ca.gov	Area Agency on Aging helps plan, coordinate & advocate for the development of local programs to meet the needs of older persons, persons with disabilities & their caregivers.
Social Security	US Social Security Administration	(800) 772-1213 www.ssa.gov	Social Security issues.
	Fraud Hotline	(800) 269-0271	
Solicitation	U.S. Postal Inspector	877-876-2455 www.postal-inspectors.uspis.gov	Inspects solicitations by mail &/or telephone regarding sweepstakes, lottery/prize notifications.
State Grants	Student Aid Commission	(916) 445-0880 www.csac.ca.gov	State grants to college students.
Supplemental Security Income	Dept of Social Services	(800) 772-1213 www.cdss.ca.gov	SSI & SSP benefits are administered by the Social Security Administration. A public assistance program for the needy blind, disabled & aged.
Tax Preparers	IRS	(800) 829-1040 www.irs.gov	Failure to return documents.
Towing Companies	Dept of Motor Vehicles	(707) 648-4511 www.dmv.ca.gov	Towing companies; storage fees; lien sales. Also local law enforcement to verify if vehicles was towed rather than stolen.
Utilities; household goods movers; shuttles or limousines	Public Utilities Commission	(800) 649-7570 www.cpuc.ca.gov	Jurisdiction over utility companies (telephone, water, electricity, etc.), moving companies, shuttles & limousines; intrastate rates & services.

Veterinarians	Veterinary Medical Board	(916) 263-2610 www.vmb.ca.gov	Examines, licenses & regulates those practicing veterinary medicine in CA.
Veterans Benefits	US Dept of Veterans Affairs	(800) 827-1000 www.va.gov	Processes claims for veterans' benefits; provides counsel, aid & assistance to veterans & their dependents.
	Veteran Service	(707) 784-6590 Veteran Service	provide counseling & assistance to & act as an advocate for, veterans, their dependents & their survivors, relative to federal, state & local benefit programs based on military service.
Wages	Dept of Industrial Relations – Division of Labor Standards Enforcement	(916) 263-1811 www.dir.ca.gov	Wage claim complaints; labor laws; worksite compliance.
Weights & Measures	Dept of Food & Ag	(916) 674-0466 www.cdfr.ca.gov	Assures consumers, handlers & producers receive accurate weights & measures of the commodities & services purchased; promotes & protects the economy of the state's agricultural industry; assures food is clean, wholesome & safe; approves & regulates pesticides for use in CA.
	Solano County Weights & Measures	(707) 784-1310 Weights & Measures	Enforces laws & regulations associated with transactions involving a count, weight or measure to ensure fair trade & equity in the marketplace.
Welfare/Social Services	Dept of Social Services	(916) 653-1826 www.cdss.ca.gov	Administers welfare, social services to families & seniors, persons with disabilities & other adults & children to protect from abuse & neglect; community care licensing & disability evaluations.
	Welfare Fraud Hotline	(707) 784-6424 www.co.solano.ca.us	Conducts investigations of alleged fraud in various public assistance programs, detecting fraud in those programs & conducting verification inquiries in an effort to prevent fraud before it occurs.
Working Conditions	Cal/OSHA: Division of Occupational Safety & Health	(916) 263-2803 www.dir.ca.gov	Ensures safe & healthful working conditions on the job; elevators; standards for mining & tunneling; pressure vessels; aerial tramways & movable amusement rides.