#### C:\Users\mmartinez\Desktop\SolCty_DA_Logo_9-2014_RGB_web.jpg**OFFICE OF THE DISTRICT ATTORNEY**

## COUNTY OF SOLANO

# KRISHNA A. ABRAMS

### DISTRICT ATTORNEY

**CONSUMER RESOURCE GUIDE**

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| **COMPLAINT** | **AGENCY** | **CONTACT** | **FUNCTION** |
| Accountants | Board of Accountancy | (916) 263-3680<http://www.dca.ca.gov/cba>  | Ensures only qualified licensees practice public accountancy in accordance with standards.  |
| Attorneys | State Bar of California | (800) 843-9053<http://calbar.ca.gov>  | Complaints against attorneys regarding possible lawyer misconduct. |
| Solano Bar Association | (707) 422-5087<http://solanobar.org>  | Serves Solano County’s legal profession & to support & improve the justice system. |
| Automobile Purchases | Dept of Motor Vehicles | (800) 777-0133<http://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<http://autorepair.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 Business Oversight | (800) 622-0620<http://dbo.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<http://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. |

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| Cemetery & Funeral Homes | Cemetery & Funeral Bureau | (916) 574-7870 or(800) 952-5210<http://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<http://oag.ca.gov/charities>  | The Attorney General regulates charities & the professional fundraisers who solicit on their behalf. |
| Chiropractors | Chiropractic Examiners | (866) 543-1311<http://www.chiro.ca.gov>  | Protects consumers from fraudulent, negligent or incompetent practice of chiropractic care. |
| Collection Companies | US Federal Trade Commission | (877) 382-4357<http://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<http://www.dds.ca.gov>  |  Older and Disabled Adult Services |
| Consumer - General Questions | Better Business Bureau | (866) 411-2221<http://www.bbb.org>  | Provides mediation services; referral information; brochures. |
| Consumer Fraud | Office of the Attorney General | (800) 952-5225<http://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<http://www.dca.ca.gov>  | Consumer information; referral & publications; Mediates complaints received against industries regulated by DCA. |
| Contractors | Contractors State License Board | (800) 321-2752<http://cslb.ca.gov>  | License & regulates contractors in the building trades professions. |
| Corporations | Dept of Corporations | (866) 275-2677 <http://dbo.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<http://www.nclnet.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<http://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<http://bear.ca.gov>  | Home electronics, appliances, insulation automotive radio & security systems, upholsters, furniture sellers. |
| Elder Abuse | Adult Protective Services | (707) 784-8259[Adult Protective Services](http://www.solanocounty.com/depts/hss/odas/adult_protective_services.asp)  | 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](http://www.co.fresno.ca.us/ExternalRedirect.aspx?URL=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<http://www.dfeh.ca.gov>  | Administers the Fair Employment & Housing Act against discrimination. |
| Federal crimes | Federal Bureau of Investigations  | (916) 481-9110<http://www.fbi.gov>  | Criminal violations of law – federal. |
| Federal grants | US Dept of Education | (800) 872-5327<http://www.ed.gov>  | Federal grants to college students. |
| Financial issues | Consumer Financial Protection Bureau | (855) 411-2372<http://www.consumerfinance.gov>  | Supervises financial companies & enforces federal financial laws. |
| Group homes | Dept of Social Services  | (916) 263-4700<http://www.ccld.ca.gov>  | Licenses & regulates group homes. |
| Hair salons & manicurists | Board of Barbering & Cosmetology | (800) 952-5210<http://www.barbercosmo.ca.gov>  | Regulates cosmetologists, barbers, manicurists, estheticians & electrologists. |
| Housing Discrimination  | Dept of Fair Employment & Housing | (800) 884-1684<http://www.dfeh.ca.gov>  | Administers the Fair Employment & Housing Act against discrimination in the workplace or housing. |
| Insurance | Dept of Insurance  | (800) 927-4357<http://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](http://www.solanocounty.com/depts/da/prosecution_units.asp) | Handles cases involving automobile insurance fraud & workers' compensation insurance fraud. |
| Investments | Department of Corporations | (866) 275-2677 <http://www.dbo.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<http://www.dbo.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<http://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) 207-7335<http://www.solanocourts.com>  | Assistance with Small Claims forms & processes. |
| Legal Assistance | Legal Services of Northern California | (800) 270-7252 or (707) 643-0054<http://www.lsnc.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<http://slh.lsnc.net>  | Provides legal assistance for Californians ago 60 & over.  |
| Long Term Care Ombudsman Crisis Line | Dept of Aging | (800) 231-4024<http://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) 685-1111TransUnion (800) 680-7289Experian (888) 397-3742[Credit Reporting Agencies](http://www.fdic.gov/consumers/consumer/ccc/reporting.html)  | 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<http://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<http://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) 323-9801or800-952-5275<http://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<http://www.secretservice.gov>  | Letters from Nigeria or Lagos 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<http://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<http://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<http://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<http://www.dir.ca.gov>  | Pensions, benefits, flexible plans. |
| Pest Control | Structural Pest Control Board | (916) 561-8700<http://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<http://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<http://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) 745-3411 | <http://www.ci.benicia.ca.us>  |
| CHP | (707) 428-2100 | <http://www.chp.ca.gov>  |
| Dixon | (707) 678-7080 | <http://www.ci.dixon.ca.us>  |
| Fairfield | (707) 428-7300 | <http://www.fairfield.ca.gov>  |
| Rio Vista | (707) 374-6367 | <http://riovistacity.com>  |
| Sheriff’s Office | (707) 784-7000 | <http://www.co.solano.ca.us>  |
| Suisun City | (707) 421-7373 | <http://police.suisun.com>  |
| Vacaville | (707) 449-5200 | <http://www.cityofvacaville.com>  |
| Vallejo | (707) 648-4321 | <http://www.ci.vallejo.ca.us>  |
| Privacy Protection | Privacy Enforcement and Protection | <http://oag.ca.gov/privacy>  | Assistance with identity theft & privacy concerns. |
| Private Investigators/Security Guards | Bureau of Security & Investigative Services | (916) 322-4000 or800-952-5210<http://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) 207-7335<http://www.solanocourts.com>  | Assistance with Small Claims forms & processes. |
| Product Safety | US Consumer Product Safety Commission | (800) 638-2772 or301-504-7923<http://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<http://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<http://www.bppe.ca.gov>  | Responsible for approving & regulating private postsecondary educational institutions. |
| Section 8 Housing | US Dept of Housing & Urban Development | (800) 955-2232 or415-489-6400<http://portal.hud.gov>  | Investigates violations of Section 8 housing. |
| Securities & Finance | US Securities & Exchange Commission | (202) 551-6551(415) 705-2500<http://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 or(800) 231-4024<http://senioradvocacyservices.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<http://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<http://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<http://www.ssa.gov>  | Social Security issues. |
| Fraud Hotline | (800) 269-0271<http://oig.ssa.gov>  |  |
| Solicitation | U.S. Postal Inspector | 877-876-2455<http://www.postalinspectors.uspis.gov>  | Inspects solicitations by mail &/or telephone regarding sweepstakes, lottery/prize notifications. |
| State Grants | Student Aid Commission | (888) 224-7268 <http://www.csac.ca.gov>  | State grants to college students. |
| Supplemental Security Income | Dept of Social Services | (800) 772-1213<http://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 or(925) 935-9308<http://www.irs.gov>  | Failure to return documents. (FORM 14157) |
| Towing Companies | Dept of Motor Vehicles | (707) 648-4511<http://www.dmv.ca.gov>  | Towing companies; storage fees; lien sales.  Also local law enforcement to verify if vehicle was towed rather than stolen. |
| Utilities; household goods movers; shuttles or limousines | Public Utilities Commission | (800) 649-7570<http://www.cpuc.ca.gov>  | Jurisdiction over utility companies (telephone, water, electricity, etc.), moving companies, shuttles & limousines; intrastate rates & services. |
| Veterinarians | Veterinary Medical Board | (916) 515-5220<http://www.vmb.ca.gov>  | Examines, licenses & regulates those practicing veterinary medicine in CA. |
| Veterans Benefits | US Dept of Veterans Affairs | (800) 827-1000<http://www.va.gov>  | Processes claims for veterans' benefits; provides counsel, aid & assistance to veterans & their dependents. |
| Veteran Service | (707) 784-6590[Veteran Service](http://www.solanocounty.com/depts/veterans/default.asp) | Provides 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<http://www.dir.ca.gov>  | Wage claim complaints; labor laws; worksite compliance. |
| Weights & Measures | Dept of Food & Agriculture | (916) 654-0466<http://www.cdfa.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](http://www.solanocounty.com/depts/agriculture/weights_n_measures/general_information.asp) | 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<http://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<http://www.solano.com>  | 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 | (415) 557-0300 <http://www.dir.ca.gov>  | Ensures safe & healthful working conditions on the job; elevators; standards for mining & tunneling; pressure vessels; aerial tramways & movable amusement rides. |