

OREGON

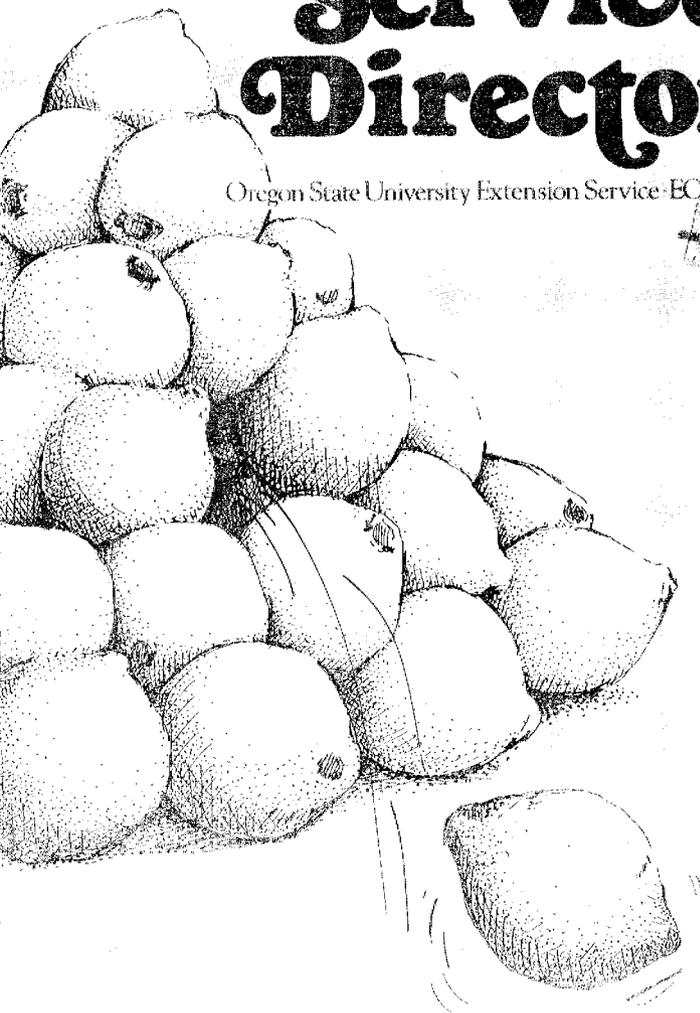
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Consumer Services Directory

Oregon State University Extension Service EC 920 April 1977



~~DISCARD~~

Where can consumers turn when they need help? The first place to turn is an agency in your city or town. Check your telephone book for these numbers. If you need further help, this partial list of agencies involved in helping consumers will assist you. All of those listed can provide information as well as handle complaints.

Agency Directory

Local

Agency

County Assessor
County Clerk
District Attorney
Extension Office
Police Department
Sheriff

Consumer Areas

Property tax valuation and assessments
Filing for small claims court
Investigation and legal proceedings to prevent deceptive trade practices
Information to help consumers make decisions
Violations of law
Serves summonses; executes orders of courts

Local Business and Professional Organizations

Chamber of Commerce
Consumer Credit Counselling
Legal Aid

Consumer and business relationships
Debt counselling
Legal services for low-income families

Independent Agencies

Agency

AUTOCAP
(Automobile Consumer Action Panel)
P.O. Box 14460
Portland, Oregon 97214
Telephone 233-5044

Better Business Bureau
623 Corbett Building
4th and S.W. Morrison
Portland 97204
Telephone 226-5981

MACAP
(Major Appliance Consumer Action
Panel)
20 N. Wacker Drive
Chicago, Illinois 60606
Telephone 800-621-0477

Oregon Consumer League
Cramer Hall, Room 296
Portland State University
P.O. Box 751
Portland 97207
Telephone 229-3841

Consumer Areas

Handles complaints about most new car dealers in Oregon, including sales of new or used cars and auto repairs done by such dealers

Consumer and business relationships for Oregon

Handles complaints about most major household appliances

"To protect the consumer in the marketplace"
Legislation
Research
Education

Agency

Oregon State Bar Lawyer Referral
Service
1776 S.W. Madison
Portland 97205
Telephone 800-452-7636 (Toll Free)

Oregon Student Public Interest
Research Group (OSPIRG)
115 S.W. 14th
P.O. Box 1164
Portland 97207
Telephone 222-9641

Consumer Areas

Provides name of attorney who will consult for
a small fee

Research on topics of public interest
Publishes reports

State Agencies

Agency

Agriculture, Department of
Agriculture Building
635 Capitol Street N.E.
Salem, Oregon 97310
Telephone 378-8298

Commerce, Department of
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-4100

Banking Division
280 Court N.E.
Salem, Oregon 97301
Telephone 378-4140

Building Codes Division
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-4133

Consumer Services Division
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-4320

Consumer Areas

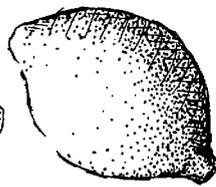
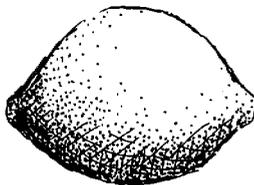
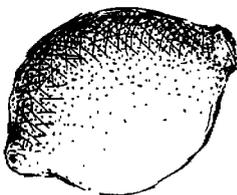
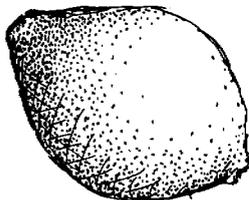
Handles inquiries and complaints about food
and agriculture products, specifically: adver-
tising, food standards, labelling, pesticides,
quality of agricultural products, seeds, weights
and measures

Concerned with most aspects of business
through its various divisions

Regulates and handles complaints about: con-
sumer finance companies, credit unions, pawn-
brokers, state banks, trust companies

Handles inquiries concerning: plumbing, elec-
trical wiring, elevators, mobile homes, recrea-
tional vehicles, mobile home parks

Focal point for consumer complaints concern-
ing consumer goods and services



Agency

Insurance Division
Commerce Building
158 12th N.E.
Salem, Oregon 97310
Telephone 229-5722 (Portland)
378-4271 (Salem)
800-452-9110 (Toll Free)

Real Estate Division
Commerce Building
158 12th N.E.
Salem, Oregon 97310
Telephone 378-4170

Tax Examiners Board
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-4034

Television and Radio Board
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-4860

Watchmakers Board
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-4492

Consumer Protection Division
Justice Department
1133 S.W. Market Street
Portland 97210
Telephone 229-5522

Education, Department of
942 Lancaster Drive, N.E.
Salem, Oregon 97310
Telephone 378-8568

Energy Conservation and Allocation
Office
528 Cottage N.E.
Salem, Oregon 97301
Telephone 378-4040 (Salem)
800-452-0340 (Toll Free)

Consumer Areas

Handles all insurance complaints and problems,
licenses insurance brokers

Handles information and complaints about:
real estate brokers, real estate salespersons; sub-
divisions, including condominiums; collection
agencies

Regulates commercial income tax preparers

Handles consumer complaints concerning:
fraud, dishonesty, incompetency related to re-
pair of home entertainment equipment

Licenses and handles complaints about: watch-
maker and clock repair persons

Handles consumer complaints concerning fraud

Licenses any school which trains for a vocation
as well as handling complaints against licensed
schools

Maintains library and provides information
about energy conservation

Agency

Health Division
General Information
State Office Building
1400 S.W. 5th
P.O. Box 231
Portland 97207
Telephone 229-5032

Labor, Bureau of
115 Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-3285

Public Utility Commissioner
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-6600 (Salem)
800-452-9105 (Toll Free)

Revenue, Department of
Contact the District Office nearest
you or call:
378-3378 (Salem)
229-5116 (Portland)

Consumer Areas

Licenses or registers: chiropractors, dentists, funeral directors, hearing aid dealers, masseurs, nurses, nursing homes, optometrists, physicians, physical therapists, podiatrists, psychologists, veterinarians

Handles information and complaints about: apprenticeships, employment discrimination, industrial accidents, minor's work permits, private employment agencies, wages, working conditions

Handles inquiries and will try to resolve complaints concerning: railroads, motor carriers, public utilities, including rates and availability of service; household moving within the state

Provides information and circulars without charge about various state taxes

Federal Agencies

Agency

Consumer Information Center
Pueblo, Colorado 81009

Consumer Product Safety Commission
U.S. Court House, Room 222
620 S.W. Main
Portland, Oregon 97207
Telephone 221-3056 (Portland)
800-638-2666 (Toll Free)

Regional Office:

392 Federal Building
915 Second Avenue
Seattle, Washington 98174
Telephone (206) 442-5276

Extension Service—USDA
Department of Agriculture
Washington, D.C. 20250
(County Extension Office in telephone
book)

Consumer Areas

Distributes federal consumer information publications

Bans hazardous products, conducts research and tests to improve product safety, sets safety standards for consumer products; consumers may petition to begin proceedings to issue, amend, or revoke a ruling

Responsible for fabric flammability

Provides information related to: agriculture, community development, health education, home economics, marine science, 4-H youth, forestry

Agency

Federal Information Center
1220 S.W. 3rd
Portland, Oregon 97204
Telephone 221-2222

Federal Reserve Board
Federal Reserve Bank Building
915 S.W. Stark
Portland, Oregon 97205
Telephone 228-7584

Federal Trade Commission
915 Second Avenue
Seattle, Washington 98174
Telephone (206) 442-4655

Food and Drug Administration
511 N.W. Broadway
Portland 97209
Telephone 221-2031

Regional:

5003 Federal Office Building
Seattle, Washington 98104
Telephone (206) 442-5300

Health, Education and Welfare
Office of Consumer Affairs
Washington, D.C. 20201
Telephone (202) 245-6141

Housing and Urban Development
(HUD)
520 S.W. 6th
Portland 97204
Telephone 221-2701

Internal Revenue Service
Check telephone directory for local
office or contact:
1220 S.W. 3rd
Portland 97204
Telephone 221-3960

Interstate Commerce Commission
Room 114 Pioneer Courthouse
555 S.W. Yamhill
Portland 97204
Telephone 221-3102

Consumer Areas

General information as to "who" to contact for
"what"

Complaints pertaining to unfair or deceptive
practices of banks

Disseminates information and handles com-
plaints about: advertising—false, deceptive,
misleading, and unfair; credit except banks;
door to door sales; mail order merchandise;
product labelling except food; restraints of
trade; textile labelling; warranties

Safety and truthful labelling of: cosmetics,
drugs, foods, medical devices

Handles consumer complaints at federal level

Assists in design, construction, financing, locat-
ing, and selling housing
Investigates claims of discrimination in housing

Federal tax information and assistance

Provides information and handles complaints
about interstate household moving, bus and
train complaints

Agency

Labor, United States Department of
Washington, D.C.
20212

Postal Service, United States
475 L'Enfant
Plaza West S.W.
Washington, D.C. 20260

Oregon:

715 N.W. Hoyt
Portland 97209
Telephone 221-2311

Social Security Administration
Check telephone directory for local
office or contact:
1221 S.W. 12th
Portland 97205
Telephone 221-3381

Consumer Areas

Provides information about work force, economic conditions, including consumer price index, and unemployment figures

Mail fraud—false representation through mail

Information about: Social Security, Medicare, Supplemental Security Income
Will file claims for Black Lung Disease



Prepared by Debra Slater, Extension family and consumer economics specialist, Oregon State University.



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**EXTENSION
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