

In making complaints, the following form will indicate the kinds of information to include.

CONSUMER COMPLAINT REPORT

Name: _____ Date: _____

Address: _____

Phone: Home _____ Business _____

Nature of Complaint: _____

Amount Involved \$ _____ Action Wanted _____

Dealer Name & Address _____

Product Name _____

Manufacturer Name and Address _____

10-31-72

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Where the Consumer Can Turn for Help

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- Agencies
- Responsibilities
- Addresses



Many agencies and organizations are involved in helping consumers. The following is a partial list of these agencies and organizations; opposite each agency is a list of the consumer areas it serves.

AGENCY DIRECTORY

LOCAL

Agency	Consumer Areas
County Clerk	Filing for small claims court
County Extension Office	Information to help consumers make decisions
District Attorney	Investigation and legal proceedings to prevent deceptive trade practices
Police Department	Violations of law

Business and Professional Organizations

Bar Association	Legal assistance
Better Business Bureau	Consumer and business relationships
Chamber of Commerce	Consumer and business relationships
Consumer Credit Counseling	Credit counseling and money management
Legal Aid	Legal services for low-income families

STATE AGENCIES

Agency	Consumer Areas
Agriculture, State Department of Agriculture Building 635 Capitol Street, N. E. Salem 97310 Telephone 378-4665	Food Advertising Contamination Food, dairy, and meat inspection Packaging and labeling Pesticide regulations Weights and measures
Bureau of Labor 115 Labor & Industries Building Salem 97310 Telephone 378-3285	Apprenticeship; industrial training Employment agencies Human rights Minors' work permits Wage collection Wages; working conditions
Department of Commerce Commerce Building Salem 97210 Telephone 378-4120	All aspects of business Supervision of state boards of accountants, architects, housing, insurance, real estate, and television repair
Division of Consumer Services Commerce Building or Open Door Box 444 Salem 97310 Telephone 378-4320	Focal point for consumer complaints, i.e.: Appliance repair Auto purchase and repair Consumer credit Home repairs Household goods Mail order purchases
Corporation Division Department of Commerce Commerce Building Salem 97310 Telephone 378-4166	Assumed business names Corporations Franchises Savings and loan associations Securities
Insurance Division Department of Commerce Commerce Building Salem 97310 Telephone 378-4271	Insurance of all kinds: life, health, home, and automobile Insurance salesmen
Safety Division Department of Commerce 671 Chemeketa, N. E. Salem 97310	Safety standards for: Electrical appliances Mobile homes Plumbing installations Recreational vehicles
Real Estate Division Department of Commerce Salem 97310 Telephone 378-4170	Regulates and licenses: Debt consolidation agencies Escrow agents Real estate brokers and salesmen Protects buyers of subdivided lands.
Consumer Protection Division Department of Justice 1133 S. W. Market Street Portland, OR 97201 Telephone 229-5522	Deceptive trade practices Fraud Misleading advertisements Mobile homes Referral selling
Department of Education 942 Lancaster Drive, N. E. Salem 97310 Telephone 378-4765	Business schools Correspondence courses Training courses All licensed private vocational schools excluding barber, beauty, and flight schools

Health Division
925 State Office Building
Portland 97201
Telephone 229-5910

Public Commissioner
200 Public Service Building
Salem 97310
Telephone 378-6600

Licenses health services:
Hospitals
Nursing homes
Physical therapists
Safety:
Drinking water
Food service: restaurants
health foods
Health salons
Swimming pools
Keeps certificates of vital records.
Rates, service, and safety for transportation and utility companies:
Electric
Gas
Telegraph
Telephone
Water
Transportation (motor and rail)

INDEPENDENT ORGANIZATIONS

Agency	Consumer Areas
Lane Consumer League 1861 Garfield Street Eugene, OR 97405	Legislation Research Education
Oregon Consumer League 3131 N. W. Luray Terrace Portland, OR 97210	Legislation Research Education
OSPIRG P. O. Box 1364 Portland, OR 97207	Research

FEDERAL AGENCIES

Agency	Consumer Areas
Food and Drug Administration Oregon: Federal Building Portland 97209 Regional: Federal Office Building Room 501 909 First Avenue Seattle, WA 98104	Safety in: Cosmetics Drugs Foods Household products Toys
Extension Service—USDA Department of Agriculture Washington, D. C. 20250 (County Extension Office in telephone book.)	Provides information related to: Appliances Clothing Food Housing Money management Nutrition Textiles
Federal Housing Administration Washington, D. C. 20410	Consumer complaints in areas of: Construction Design Mortgages Mortgage insurance for purchase of homes
Federal Trade Commission Suite 908 Republic Building 1511 Third Avenue Seattle, WA 98101	Consumer credit Fair credit reporting False and misleading advertising Fraud Guarantees Monopolies Packaging and labels
Interstate Commerce Commission Washington, D. C. 20423	Motor carriers Moving companies Safety
Post Office Department Washington, D. C. 20260	Mail fraud Obscene mail
Office of Consumer Affairs Executive Office of the President Washington, D. C. 20506	Consumer complaints in all areas Consumer problems

Prepared by Alberta B. Johnston, Home Management Specialist in Family Finance, Oregon State University