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

Agency

County Assessor
County Clerk
District Attorney
Extension Office
Police Department
Sheriff

Local

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 summons; executes orders of courts

Local Business and Professional Organizations

Chamber of Commerce
Consumer and business relationships
Consumer Credit Counseling
Debt counseling
Legal Aid
Legal services for low-income families

Independent Agencies

Agency

AUTOCAP
(Automotive 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, Oregon 97204
Telephone 226-3981

MACAP
(Major Appliance Consumer Action Panel)
20 N. Wacker Drive
Chicago, Illinois 60606
Telephone (312) 984-5858

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
Agency
Oregon State Bar Lawyer Referral Service
1776 S.W. Madison
Portland, Oregon 97205
Telephone 1-500-452-7636*

Oregon Student Public Interest Research Group (OSPIRG)
918 S.W. Yamhill
Portland, Oregon 97205
Telephone 222-9641

Consumer Areas
Provides name of attorney who will consult for a nominal fee
Research on topics of public interest
Publishes reports

State Agencies
Consumer Areas
Handles inquiries and complaints about food and agriculture products, specifically: advertising, food additives, food standards, labeling, pesticides, quality of agricultural products, seeds, weights and measures
Concerned with most aspects of business through its various divisions
Regulates and handles complaints about: consumer finance companies, credit unions, pawnbrokers, state banks, trust companies
Handles inquiries concerning: plumbing, electrical wiring, elevators, mobile homes, recreational vehicles, mobile home parks
Focal point for consumer complaints concerning consumer goods and services, provides information on landlord and tenant problems

* Toll free number
Agency

Insurance Division
Commerce Building
158 12th N.E.
Salem, Oregon 97310
Telephone 229-5722 (Portland)
378-4271 (Salem)
1-800-452-7813*

Real Estate Division
Commerce Building
158 12th N.E.
Salem, Oregon 97310
Telephone 1-800-452-7813*

Tax Service Examiners Board
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 1-800-452-7813*

Television and Radio Board
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 1-800-452-7813*

Watchmakers Board
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 1-800-452-7813*

Consumer Protection Division
Justice Department
500 Pacific Building
520 S.W. Yamhill
Portland, Oregon 97204
Telephone 1-800-452-7813*

Education, Department of
942 Lancaster Drive, N.E.
Salem, Oregon 97310
Telephone 1-800-452-7813*

Energy, Department of
Room 111
Labor and Industries Building
Salem, Oregon 97310
Telephone 1-800-452-7813*

* Toll free number

Consumer Areas

Handles all insurance complaints and problems, licenses insurance brokers and companies

Handles licensing, disciplinary action, and complaints about: real estate brokers, real estate salespersons; subdivisions, including condominiums; collection agencies, escrow companies

Regulates commercial income tax preparers

Handles consumer complaints concerning fraud

Handles consumer complaints concerning fraud, dishonesty, incompetency related to repair of home entertainment equipment

Licenses and handles complaints about: watchmaker and clock repair persons

Licenses barber schools, beauty schools, private vocational schools; handles 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, Oregon 97207
Telephone 1-800-452-7813*

Labor, Bureau of
Room 408
State Office Building
1400 S.W. 5th
Portland, Oregon 97201
Telephone 229-5735
1-800-452-3503

Public Utility Commissioner
Labor and Industries Building
Capitol Mall
Salem, Oregon 97310
Telephone 378-6600 (Salem)
1-800-452-7813*

Revenue, Department of
Contact the District Office nearest you or call:
378-3366 (Salem)
1-800-452-2838*

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, 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
Consumer Information Center
Pueblo, Colorado 81009
Washington, D.C. 20207
1-800-638-8326*

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

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

Consumer Areas
Distributes federal consumer information publications
Sets consumer product safety standards. Handles reports of dangerous products, provides product safety information.
Provides information related to: agriculture, community development, health education, home economics, marine science, 4-H youth, forestry
Provides information and referrals to proper government agency

* Toll free number
Agency

Federal Reserve Board
Federal Reserve Bank Building
915 S.W. Stark
Portland, Oregon 97207
Telephone 221-5910

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

Food and Drug Administration
511 N.W. Broadway
Room 694
Portland, Oregon 97209
Telephone 221-2031

Regional:
5003 Federal Office Building
Seattle, Washington 98174
Telephone (206) 442-5300

Health, Education and Welfare
Office of Consumer Affairs
621 Reporters Building
Washington, D.C. 20201
Telephone (202) 755-8875

Housing and Urban Development (HUD)
520 S.W. 6th
Portland, Oregon 97204
Telephone 221-2558

Internal Revenue Service
Check telephone directory for local office or contact:
1220 S.W. 3rd
Portland, Oregon 97204
Telephone 221-3960
1-800-452-1980*

Interstate Commerce Commission
Room 114 Pioneer Courthouse
555 S.W. Yamhill
Portland, Oregon 97204
Telephone 221-3102
1-800-424-9312*

* Toll free number

Consumer Areas

Complaints pertaining to unfair or deceptive practices of banks

Disseminates information and handles complaints 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, locating, and selling housing

Investigates claims of discrimination in housing

Federal tax information and assistance

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

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

Provides information about automobile recalls, handles reports on vehicle safety problems

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.