

## **Mission Statement**

**Promote and protect the  
best interests of the  
consumer public, encourage  
the highest standards in the  
business community, and  
develop a higher level of  
consumer awareness**

## **Commissioners**

CA Dept. of Consumer Affairs  
Member At Large  
**Joaquin Murphy**

District 1  
**Katherine H. Mirassou**

District 2  
**Waqas Y. Butt**

District 3  
**J. Christopher Collins**  
**Marlene C. Hurd**  
**Jonathan Svilar**

District 4  
**April Chan**  
**Cecilia Charles-Cunningham**

District 5  
**Matthew Hirsch**  
**Maury McFadden**  
**Aaron Welch**

Revised 10/26

Alameda County Consumer Affairs  
Commission County of Alameda  
Administration Building Oakland, CA 94612



## **Resource Guide for Alameda County Consumers And Businesses**

**Referral Assistance:**  
**(510) 208-9672**

**[acgov.org/bc/cac](http://acgov.org/bc/cac)**

**[consumeraffairscommission@  
acgov.org](mailto:consumeraffairscommission@acgov.org)**

**Alameda County  
Consumer Affairs  
Commission**

# ALAMEDA COUNTY CONSUMER AFFAIRS COMMISSION

If you have a problem or complaint against a business or person providing a product or service, please direct your complaint to the business or person directly. Here are some helpful tips to assist you:

1. Avoid arguing or being confrontational. Though you may be angry and have a valid complaint, you will be better served if you remain calm.
2. You may send a letter or email detailing your complaint. Be sure to keep a copy for your records.
3. Stick to the facts – Be sure to include what you purchased, when, where, and why you are dissatisfied.
4. Be specific about what your expectations are regarding your complaint and be sure to give a date that you would like them to provide a solution.
5. Be sure to keep all letters and other correspondence from them and keep a log of all phone calls.



Whether you are a consumer of products or services, or a business providing products or services, the Alameda County Consumer Affairs Commission can provide you with information, education, and community outreach.

## **Advertising**

Fraudulent & Misleading 510-383-8600

## **Appliances**

916-574-2069

## **Automobile**

Safety & Recall 888-327-4236

Bureau of Auto Repairs 800-952-5210

## **Banking & Finance**

800-622-0620

## **Bar Association**

Consumer & Environmental Protection 510-569-9281

Legal Aid for Seniors 510-832-3040

State Bar of California 800-843-9053

**Barbering & Cosmetology** 800-952-5210

**Better Business Bureau** 510-844-2000

**Cemetery & Funeral** 800-952-5210

**Charities & Fundraisers** 916-445-2021

**Civil Rights** 510-383-8600

**Collection Agency Practice** 510-272-6222

**Contractors** 800-321-2752

**Credit Counseling** 916-322-3360

**Engineers & Land Surveyors** 866-780-5370

## **Federal Trade Commission**

Identity Theft 877-438-4338

Consumer Response Center 877-382-4357

"Do Not Call" Registry 888-382-1222

**Food & Agriculture** 916-654-0462

## **Housing**

510-538-8876

## **Insurance**

800-927-4357

## **Investment/Stock Fraud**

800-952-5225

## **Medical**

800-633-2322

## **National Fraud Info Center**

800-876-7060

## **Optometry**

866-585-2666

## **Public Utilities**

800-649-7570

## **Medicare**

877-267-2323

## **Real Estate**

510-622-2552

## **Small Claims Court**

510-818-7503

## **Social Security**

800-818-7503

## **Veterans Affairs**

800-952-5626

## **Veterinary Medicine**

916-263-2610



If you need additional assistance please contact  
California Department of Consumer Affairs  
Consumer Information Division  
1625 North Market Blvd., Suite N112  
Sacramento, CA 95834  
(800) 952-5210  
[www.dca.ca.gov](http://www.dca.ca.gov)  
[dca@dca.ca.gov](mailto:dca@dca.ca.gov)

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