

Public Complaint Resource Directory

June 2005

California laws and regulations are administered and enforced by a number of different state agencies. If you believe a violation of California State Law or Federal Law has occurred and want to report it, it is important to identify the correct agency responsible for the area of concern.

To help you determine the appropriate agency(s) with which to file your complaint, the following table provides a partial listing of major state and federal agencies and their areas of responsibility. It identifies the types of violations each agency handles and provides their contact information. Please note that many of the agencies listed below allow you to file a complaint online from their website. Whenever possible, the phone number shown is the tax fraud or complaint “hot line.”

VIOLATION	CA STATE AGENCY	CONTACT INFORMATION
<ul style="list-style-type: none"> ▪ Air pollution ▪ Vehicle emissions (smoking vehicles) ▪ Asbestos 	<p>Air Resources Board</p> <p>(ARB)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-952-5588 ▪ Fax: 916-445-5745 ▪ Website: www.arb.ca.gov ▪ Email: helpline@arb.ca.gov ▪ Mail: Air Resources Board Enforcement Division 1001 I Street PO Box 2815 Sacramento, CA 95812-2815
<ul style="list-style-type: none"> ▪ Complaints concerning sales of alcohol by establishments selling alcoholic beverages. (Sales to minors, after hour sales, etc.) 	<p>Alcoholic Beverage Control, Department of</p> <p>(ABC)</p>	<ul style="list-style-type: none"> ▪ Phone: 916-419-2500 ▪ Fax: 916-419-2599 ▪ Website: www.abc.ca.gov ▪ Mail: Dept. of Alcohol & Beverage Control 3927 Lennane Drive, Ste. 100 Sacramento Ca. 95834 Attn: Dennis Clear, Assistant Director of Administration Email: cust.serv@abc.ca.gov or

<ul style="list-style-type: none"> ▪ Improper governmental activities by state agencies and state employees 	<p>Audits, Bureau of State (SA)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-952-5665 ▪ Fax: 916-322-2603 ▪ Website: www.bsa.ca.gov ▪ Mail: Bureau of State Audits 555 Capitol Mall, Ste. 300 Sacramento, CA 95814
<ul style="list-style-type: none"> ▪ Complaint against auto repair establishment ▪ Complaint against smog check station 	<p>Automotive Repair, Bureau of (BAR) (Dept. of Consumer Affairs)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-952-5210 ▪ Fax: 916-322-3333 ▪ Website: www.autorepair.ca.gov ▪ Email: available through link on website. ▪ Mail: Bureau of Automotive Repair 10240 System Parkway Sacramento, CA 95827
<ul style="list-style-type: none"> • Complaints involving gross negligence and /or incompetence. • Complaints involving unsanitary conditions in establishments and schools of barbering, cosmetology, and electrology. • Complaints involving unlicensed practice of barbering, cosmetology and electrology. • Complaints misrepresentation/false advertising of services. 	<p>Barbering and Cosmetology, Board of (BBC)</p>	<ul style="list-style-type: none"> ▪ Phone: 916-445-0713 ▪ Web site: www.barbercosmo.ca.gov Mail: Board of Barbering and Cosmetology P.O. Box 94426 Sacramento Ca. 94244-2260
<ul style="list-style-type: none"> • Container redemption charges (CRV) • Recycling Fraud 	<p>Conservation, Department of (DOC) (Division of Recycling)</p>	<ul style="list-style-type: none"> • Phone: 800-732-9253 • Website: www.consrv.ca.gov • Mail: Dept. of Conservation Division of Recycling 801 K Street, MS:1579 Sacramento, CA 95814

<ul style="list-style-type: none"> ▪ Consumer complaint against a business or professional 	<p>Consumer Affairs, Department of (DCA)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-952-5210 ▪ FAX: 916-323-6639 ▪ Website: www.dca.ca.gov ▪ Email: Available through link on DCA website. ▪ Mail: Dept. of Consumer Affairs Consumer Information Center 400 R Street, Suite 3000 Sacramento, CA 95814
<ul style="list-style-type: none"> ▪ Failure of a licensed contractor to fulfill the terms of an agreement. ▪ Work performed by an unlicensed contractor ▪ Any violation of contracting laws, regulations, and standards ▪ Any unsafe, unprofessional or incompetent practices by a contractor 	<p>Contractors State License Board (CSLB)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-321-2752 ▪ Website: www.cslb.ca.gov ▪ Email: Available through link on CSLB website ▪ Address: Contractors State License Board Statewide Investigative Fraud Team 9821 Business Park Drive Sacramento, CA 95827 ▪ Mail: PO Box 2600 Sacramento, CA 95826
<ul style="list-style-type: none"> ▪ Unemployment insurance fraud ▪ State disability insurance fraud ▪ Payroll tax fraud/wages paid in cash (under the table) 	<p>Employment Development Department (EDD)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-229-6297 Payroll Tax Fraud: 800-528-1783 ▪ Fax: 866-340-5484 ▪ Website: www.edd.ca.gov ▪ Email: ueo@edd.ca.gov (Payroll Tax Fraud) ▪ Mail: EDD Investigations Division PO Box 826880 Sacramento, CA 94280
<ul style="list-style-type: none"> ▪ Sales tax evasion ▪ Fuel tax evasion ▪ Cigarette tax evasion ▪ Tobacco products tax evasion ▪ Alcohol tax evasion 	<p>Equalization, Board of (BOE)</p>	<ul style="list-style-type: none"> ▪ Phone: 888-334-3300 ▪ Fax: 916-324-1578 ▪ Website: www.boe.ca.gov ▪ Email: taxevasion@boe.ca.gov ▪ Mail: State Board of Equalization Investigations Division PO Box 942879 MIC:42 Sacramento, CA 94279-0042

<ul style="list-style-type: none"> • Discrimination in the areas of employment, housing, public accommodations and hate violence. 	<p align="center">Fair Employment and Housing, Department of (DFEH)</p>	<ul style="list-style-type: none"> • Phone Numbers <p>Employment/Public Accommodations: 1-800-884-1684 (Within California) 1-916-227-0551 (Outside California)</p> <p>Housing: 1-800-233-3212 (Within California) 1-510-622-2945 (Outside California)</p> <p>Hate Violence: 1-800-884-1684 (Outside Sacramento, CA) 1-916-227-0551 (Inside Sacramento, CA)</p> <p>TTY: 1-800-700-2320 (Within California)</p> <ul style="list-style-type: none"> • Website: www.dfeh.ca.gov
<ul style="list-style-type: none"> ▪ Animal health (farming) ▪ Food safety (meat/milk) ▪ Pesticides (farming) 	<p align="center">Food & Agriculture, Department of (FA)</p>	<ul style="list-style-type: none"> ▪ Phone 916-654-0466 ▪ Fax: 916-657-4240 ▪ Website: www.cdffa.ca.gov ▪ Email: cdffapublicaffairs@cdffa.ca.gov ▪ Mail: Department of Food & Agriculture 1220 N Street, Suite 428 Sacramento, CA 95814
<ul style="list-style-type: none"> ▪ California income tax evasion 	<p align="center">Franchise Tax Board (FTB)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-852-5711 ▪ Website: www.ftb.ca.gov ▪ Email: available through link on FTB website. ▪ Mail: Franchise Tax Board Investigations, B-15 PO Box 219 Rancho Cordova, CA 95741-0219
<ul style="list-style-type: none"> • All education and smoking cessation issues • No warning signs posted in business locations regarding underage tobacco sales • Violation of second hand smoke laws (i.e., smoking in doorways, indoor businesses) • Sales of individual (single) cigarettes • Self-service tobacco displays • Nonstandard cigarette pack size 	<p align="center">Health Services, Department of (DHS)</p> <p align="center">(Tobacco Control Section)</p>	<ul style="list-style-type: none"> ▪ Phone: 916-449-5500 ▪ Fax: 916-449-5505 ▪ Website: www.dhs.ca.gov/tobacco ▪ Mail: CA Department of Health Services PO Box 997413, MS:7206 Sacramento, CA 95899-7413

<ul style="list-style-type: none"> • Underage tobacco sales 	<p align="center">(STAKE Enforcement Unit)</p>	<ul style="list-style-type: none"> ▪ Phone: 1-800-527-5443 (5ASK4ID) ▪ Fax: 916-440-5182 ▪ Website: www.dhs.ca.gov/tobacco ▪ Mail: CA Department of Health Services STAKE Enforcement Unit P.O. Box 997413, MS:7602 Sacramento, CA 95899-7417 Attne: Glen Lawrence
<ul style="list-style-type: none"> • Medi-Cal Fraud 	<p align="center">(Audits & Investigations)</p>	<ul style="list-style-type: none"> • Phone: 800-822-6222 • Website: www.stopmedicalfraud.dhs.ca.gov • Email: stopmedicalfraud@dhs.ca.gov • Mail: CA Department of Health Services Audits & Investigations 1501 Capitol Avenue, MS:2000 Sacramento, CA 95814
<ul style="list-style-type: none"> • Any construction or maintenance issue on single family dwellings, multi-family dwellings, motels, hotels, etc. • Mobile home park problems • Manufactured housing problems • Factory-built housing problems • Occupational licensing issues 	<p align="center">Housing & Community Development, Department of (Division of Codes & Standards) (HCD)</p>	<ul style="list-style-type: none"> ▪ Phone: 916-445-9471 ▪ Fax: 916-327-4712 ▪ Website: www.hcd.ca.gov ▪ Mail: California Department of Housing & Community Development PO Box 31 Sacramento, CA 95812-0031
<ul style="list-style-type: none"> • Insurance fraud • Workers' compensation fraud, including claimant & treatment fraud • Premium fraud, including underreporting payroll, misclassifying jobs, evading experience modifications by lying about business ownership • Uninsured employer 	<p align="center">Insurance, Department of (DOI)</p>	<ul style="list-style-type: none"> ▪ Phone: 916-854-5760 ▪ Fax: 916-255-3202 ▪ Website: www.insurance.ca.gov ▪ Email: Fraud@insurance.ca.gov ▪ Mail: California Department of Insurance Fraud Division PO Box 277320 Sacramento, CA 95827-7320

<ul style="list-style-type: none"> • Identity Theft • Unsafe Products • Deceptive and unfair business practices • Misleading Advertising 	<p>Justice, CA Department of (DOJ) Attorney General</p>	<ul style="list-style-type: none"> ▪ Phone: 800-952-5225 ▪ Fax: 916-323-5341 ▪ Website: http://www.ag.ca.gov ▪ Mail: Attorney General’s Office California Department of Justice Public Inquiry Unit PO Box 944255 Sacramento, CA 94244-2550
<ul style="list-style-type: none"> ▪ Wage paid is less than the prevailing wage ▪ Child labor laws ▪ Reimbursement for uniforms ▪ Farm labor contractors ▪ Failure to issue an itemized wage statement ▪ Garment manufacturing regulations 	<p>Labor Standards Enforcement, Division of (DLSE) (Dept. of Industrial Relations)</p>	<ul style="list-style-type: none"> ▪ Phone: 415-703-4863 ▪ Website: www.dir.ca.gov/dlse ▪ Mail: State Labor Commissioner Legal Unit PO Box 420603 San Francisco, CA 94142
<ul style="list-style-type: none"> • Short weight, measure, or count for packaged and bulk commodities • Weight complaints – household good movers, scrap metal and bulk materials • Service station complaints – gasoline or diesel fuel short measure or low fuel quality; motor oil, transmission fluid, engine coolant quality • Inaccurate device complaints 	<p>Measurement Standards, Division of (DMS) (Dept. of Food & Ag)</p>	<ul style="list-style-type: none"> ▪ Phone: 916-229-3000 ▪ Fax: 916-229-3026 ▪ Website: www.cdffa.ca.gov/dms ▪ Email: dms@cdffa.ca.gov ▪ Mail: California Department of Food & Agriculture Division of Measurement Standards 6790 Florin Perkins Road, Ste. 100 Sacramento, CA 95828
<ul style="list-style-type: none"> ▪ Practicing medicine without a license 	<p>Medical Board, California (CMB)</p>	<ul style="list-style-type: none"> ▪ Phone: 1-800-633-2322 OR 916-263-2424 ▪ Website: www.medbd.ca.gov ▪ Email: None ▪ Mail: Medical Board of California 1426 Howe Avenue Sacramento CA 95825

<ul style="list-style-type: none"> ▪ Vehicle registration fraud ▪ Vehicle identity fraud ▪ Identity Theft ▪ Counterfeit drivers license ▪ Odometer discrepancies ▪ DMV employee misconduct 	<p>Motor Vehicles, Department of (DMV)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-777-0133 866-658-5758 (Identity Theft) ▪ Fax: 916-657-5736 ▪ Website: www.dmv.ca.gov ▪ Mail: Department of Motor Vehicles Investigations Division DLFCU, MS-L217 PO Box 825389 Sacramento, CA 94232-3890
<ul style="list-style-type: none"> • Accidents on the job • Workplace chemical, safety/electrical hazards • Construction hazards to workers • Mine or tunnel worker hazards • Elevator hazards • Amusement ride hazards • Worker access to medical or exposure records 	<p>Occupational Safety and Health, Division of (Cal/OSHA) (Dept. of Industrial Relations)</p>	<ul style="list-style-type: none"> ▪ Phone: 415-703-5100 ▪ Fax: 415-703-5135 ▪ Website: www.dir.ca.gov/dosh ▪ Mail: Dept. of Industrial Relations Division of Occupational Safety and Health Enforcement Unit 445 Golden Gate Ave., 10th Fl. San Francisco, CA 94102
<ul style="list-style-type: none"> • Energy complaints • Water complaints • Electricity complaints • Natural gas complaints • Railroad complaints • Rail transit complaints • Passenger transportation company complaints • Privately owned telecommunications company complaints 	<p>Public Utilities Commission (PUC)</p>	<ul style="list-style-type: none"> ▪ Phone: 415-703-1170 800-649-7570 ▪ Fax: 415-703-1158 ▪ Website: www.cpuc.ca.gov ▪ Mail: Public Utilities Commission Consumer Affairs Branch 505 Van Ness Avenue San Francisco, CA 94102 <p>*Complaints re movers: 800-366-4783 *Complaints re limousine/shuttle companies: 800-894-9444</p>
<ul style="list-style-type: none"> ▪ Real estate fraud ▪ Mortgage or real estate broker fraud ▪ Violation of subdivision laws 	<p>Real Estate, Department of (DRE)</p>	<ul style="list-style-type: none"> ▪ Phone: 916-227-0864 ▪ Fax: 916-227-0863 ▪ Website: www.dre.ca.gov ▪ Mail: Department of Real Estate Enforcement Division PO Box 187000 Sacramento, CA 95818-2500

VIOLATION	FEDERAL AGENCY	CONTACT INFORMATION
<p>Criminal violations of federal laws and regulations relating to:</p> <ul style="list-style-type: none"> • Alcohol • Tobacco • Firearms • Explosives • Arson 	<p style="text-align: center;">Alcohol, Tobacco, Firearms and Explosives, Federal Bureau of</p> <p style="text-align: center;">(ATF)</p> <p style="text-align: center;">(U.S. Dept. of Justice)</p>	<ul style="list-style-type: none"> ▪ Phone: Call your local field office ▪ Website: www.atf.gov <p>San Francisco Field Office</p> <ul style="list-style-type: none"> ▪ Phone: 925-479-7500 ▪ Fax: 925-829-7612 ▪ Mail: 5601 Arnold Road, Ste. 400 Dublin, CA 94568 <p>Los Angeles Field Office</p> <ul style="list-style-type: none"> ▪ Phone: 213-534-2450 ▪ Fax: 213-534-2415 ▪ Mail: 350 S. Figueroa Street, Ste. 800 Los Angeles, CA 90071
<p>Federal laws and regulations relating to:</p> <ul style="list-style-type: none"> • Alcohol – federal excise taxes, permits, and business practices of distillers, brewers, wineries, wholesale distributors and importers • Tobacco – federal excise taxes, permits and business practices of tobacco product manufacturers and importers • Firearms – federal excise taxes 	<p style="text-align: center;">Alcohol and Tobacco Tax and Trade Bureau</p> <p style="text-align: center;">(TTB)</p> <p style="text-align: center;">(U.S. Dept. of Treasury)</p>	<ul style="list-style-type: none"> ▪ Phone: Call your local field office ▪ Website: www.ttb.gov <p>Northern California Field Office</p> <ul style="list-style-type: none"> ▪ Phone: 916-414-2360 ▪ Fax: 916-414-2388 ▪ Mail: 801 I Street, Ste. 219 Sacramento, CA 95814 <p>Southern California Field Office</p> <ul style="list-style-type: none"> ▪ Phone: 213-534-7180 ▪ Mail: 888 S. Figueroa Street, Ste. 670 Los Angeles, CA 90017
<p>Federal laws and regulations relating to:</p> <ul style="list-style-type: none"> • FAA certificate holders • Unapproved aircraft parts • Counterfeit certificates • Falsification of official documents • Security violations • Property theft 	<p style="text-align: center;">Aviation Administration, Federal</p> <p style="text-align: center;">(FAA)</p>	<ul style="list-style-type: none"> ▪ Phone: 405-954-3212 ▪ Fax: 405-954-0031 ▪ Website: www.faa.gov ▪ Mail: Federal Aviation Administration Security & Investigations Division 6500 S. McArthur Blvd. AMC 700, Headquarters, Rm. 321 Oklahoma City, OK 73169

<p>Federal laws and regulations relating to:</p> <ul style="list-style-type: none"> • Preventing terrorists and terrorist weapons from entering U.S. • Preventing illegal immigration • Stemming flow of illegal drugs and other contraband • Collecting import duties • Enforcing U.S. trade laws 	<p align="center">Customs & Border Protection</p> <p align="center">(CBP)</p> <p align="center">(U.S. Department of Homeland Security)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-973-2867 ▪ Fax: 916-930-3786 ▪ Website: www.cbp.gov ▪ Mail: U.S. Immigration and Customs Enforcement 650 Capitol Mall, Ste. 7-400 Sacramento, CA 95814
<p>Federal laws and regulations relating to:</p> <ul style="list-style-type: none"> • Protecting the U.S. from terrorists • Foreign intelligence operations • Cyber-based attacks and high-technology crimes • Combating public corruption • Protecting civil rights • Combating transnational and national criminal organizations and enterprises • Combating major white-collar crimes • Combating violent crimes 	<p align="center">Federal Bureau of Investigation</p> <p align="center">(FBI)</p>	<ul style="list-style-type: none"> ▪ Phone: Contact local FBI Office ▪ Website: www.fbi.gov ▪ Mail: Federal Bureau of Investigation J. Edgar Hoover Building 935 Pennsylvania Avenue, NW Washington, DC 20535-0001
<ul style="list-style-type: none"> • FEMA related fraud • Employee misconduct • Contractor misconduct 	<p align="center">Federal Emergency Management Agency</p> <p align="center">(FEMA)</p> <p align="center">(US Department of Homeland Security, Office of Inspector General)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-323-8603 ▪ Fax: 202-254-4297 ▪ Website: www.dhs.gov ▪ Email: dhsoighotline@dhs.gov ▪ Mail: U.S. Dept. of Homeland Security Office of Inspector General Office of Investigations 245 Murray Drive SW, Bldg. 410 Washington, DC 20528
<p>Federal laws and regulations relating to:</p> <ul style="list-style-type: none"> • Fraud, waste, or abuse involving GSA programs or personnel 	<p align="center">General Services Administration, U.S.</p> <p align="center">(GSA)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-424-5210 ▪ Phone: 202-501-1780 ▪ Website: www.gsa.gov ▪ Email: fraudnet@gsa.gov ▪ Mail: GSA Office of Inspector General 1800 F Street NW, Room 5340 Washington, DC 20405

<ul style="list-style-type: none"> • Federal income taxes • Federal employment tax evasion 	<p>Internal Revenue Service</p> <p>(IRS)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-829-0433 ▪ Website: www.irs.gov ▪ Mail: See website for office locations.
<p>Federal laws and regulations relating to the U.S. Mail such as:</p> <ul style="list-style-type: none"> • Assaults • Bombs • Theft of mail/robbery • Child exploitation • Controlled substances • Counterfeit stamps, money orders and related crimes • Obstruction/delay of mail • Electronic crimes • Embezzlement, extortion, and forfeiture • Identity fraud and mail fraud • Lotteries • Mail/mailbox destruction • Money laundering • Obscenity/sexually oriented advertising • Workers' compensation fraud 	<p>Postal Inspection Service, United States</p> <p>(USPS)</p>	<ul style="list-style-type: none"> ▪ Phone: Call local Postal Inspector ▪ Website: www.usps.com ▪ Mail: Inspection Service Operations Support Group Attn: Mail Fraud 222 S. Riverside Plaza, Ste. 1250 Chicago, IL 60606-6100
<p>Federal DOT laws and regulations relating to:</p> <ul style="list-style-type: none"> • Contract, procurement and grant fraud • Environment, health and safety violations • Computer crimes • Product substitution and suspect counterfeit parts • Bribery, kickbacks, and gratuities • False statements and claims • Conflicts of interest and ethics violations • Travel fraud • Theft or abuse of government property 	<p>Transportation, U.S. Department of</p> <p>(DOT)</p>	<ul style="list-style-type: none"> ▪ Phone: 800-424-9071 ▪ Fax: 202-366-7749 ▪ Website: www.oig.dot.gov ▪ Email: hotline@oig.dot.gov ▪ Mail: DOT Inspector General PO Box 23178 Washington, DC 20026-0178