

# A Guide: Where to Turn in State Government With Most Any Consumer Complaint

**Accident (on-the-job)**, Workers' Compensation, 378-4956  
**Accountants**, Commerce, Bd. of Account., 378-4181  
**Advertising (misleading)**, Consumer Protection Div., 229-5522  
**Aging**, Office of Elderly Affairs, 378-4728  
**Agriculture and Grazing Leases**, Div. of State Lands, 378-3805  
**Airlines**, Public Utility Comm., 378-6207  
**Ambulances**, Health Div., 229-6128  
**Amusement Rides**, Commerce, Building Codes, 229-5758  
**Animal Health**, Animal Health Div., 229-6161  
**Appliances**, Consumer Services Div., 378-4320  
**Apprenticeships**, Bureau of Labor, 378-3287  
**Architects**, Commerce, Bd. of Architect Exam., 378-4270  
**Automobiles**, Automobile Consumer Action Panel, 233-5044  
**Attorneys**, Oregon State Bar, 800-452-7636  
**Auditors (municipal)**, Bd. of Accountancy, 378-4181  
**Auto (license and title)**, Motor Vehicle Div., 378-6935  
**Auto (repair)**, Consumer Services Div., 378-4320

**Bakeries**, Dept. of Agriculture, 378-3790  
**Bankruptcy**, Bankruptcy Court, 221-2231  
**Banks**, Commerce Banking Div., 378-4320  
**Barber and Beauty Shops (licensing)**, Commerce, Bd. of Barbers, 378-8667  
**Beach Laws**, Parks and Recreation, 378-6305  
**Bees (apriary)**, Dept. of Agriculture, 229-6161  
**Bicycles**, Dept. of Trans., 378-6883  
**Birth Records**, Health Div., 229-5710  
**Boat Licensing**, Marine Board, 378-8587  
**Brewers**, Liquor Control Comm., 653-3025  
**Builders (registration and complaints)**, Commerce, Builders Bd., 378-4621  
**Building Codes for Oregon**, Commerce, Building Codes, 378-4133

**Cemeteries**, Dept. of Trans. Highway, 378-6526  
**Cheesemakers**, Agriculture, Food and Dairy, 378-3790  
**Chemicals (synthetic)**, Agriculture, Plant Div., 378-3776  
**Child Abuse**, Children's Services Div., 378-6704  
**Civil Rights**, Bureau of Labor, 378-3296, 229-6076  
**Coin-Operated Games**, Department of Revenue, 378-5878  
**Collection Agencies**, Commerce, Real Estate Div., 378-4170  
**Commercial Fishing**, Dept. of Fish and Wildlife, 229-5403  
**Condominiums (sale of units registration)**, Commerce, Corporation Div., 378-4387  
**Contests**, Consumer Protection Div., 229-5522  
**Contracts (misrepresented)**, Consumer Protection Div., 229-5522  
**Correctional Institutions**, Human Resources, 378-2467  
**Credit Agencies**, Commerce, Real Estate, 378-4170  
**Credit Cards**, Consumer Services, 378-4320  
**Credit Unions**, Commerce, Banking Div., 378-4140

**Dairy Products**, Dept. of Agriculture, 378-3790  
**Day Care Center**, Child Services Div., 378-3701  
**Death Records**, Health Div. Vital Records, 229-5710  
**Dentists**, Bd. of Dental Examiners, 229-5520  
**Discrimination**, Bureau of Labor, 378-3296  
**Divorce Records**, Health Division, 229-5710  
**Doctors (M.D.)**, Bd. of Medical Examiners, 248-3746  
**Drilling Licenses (water)**, Water Resources Dept., 378-3739  
**Diving Schools**, Motor Vehicle Div., 378-6928  
**Drug Stores**, Board of Pharmacy, 229-5849



**Elections**, Sec. of State, 378-4144  
**Electricians**, Commerce, Building Codes, 378-3288  
**Elevator Safety**, Commerce, Building Codes, 378-8006  
**Emergency Preparedness**, Emergency Services Div., 378-4124  
**Employment Agencies**, Bureau of Labor, 378-3292  
**Energy**, Dept. of Energy, 378-4040  
**Engineers**, Bd. of Engineering Exam., 378-4180  
**Escrow and Escrow Agents**, Commerce, Real Estate Div., 378-8419  
**Explosives**, Commerce, Fire Marshall, 378-4917

**Family Planning**, Health Div., 229-5777  
**Finance Companies**, Commerce, Banking Div., 378-4140  
**Fire Alarm Systems**, Commerce, Fire Marshall, 378-4917  
**Fire Escapes**, Commerce, Fire Marshall, 378-4917  
**Fireworks**, Commerce, Fire Marshall, 378-4917  
**Flammable Liquids and Gases**, Commerce, Fire Marshall, 378-4917  
**Food Inspection**, Dept. of Agriculture, 378-3790  
**Food Stamps**, Human Resources, 378-3193  
**Fuel Tax**, Motor Vehicle Div., 238-8238  
**Funeral Directors**, Bd. of Funeral Directors, 229-5681

**Gambling (social laws)**, Criminal Justice Div., 378-6347  
**Gasoline Pumps (accuracy)**, Weights and Measures Div., 378-3792  
**Geologists**, Bd. of Geologists, 378-4294  
**Geothermal Energy**, Geology and Mineral, 229-5580  
**Government**, Ombudsman, 378-4582  
**Grain Warehousing**, Dept. of Agriculture, Commodities, 378-3774  
**Guarantees**, Consumer Services Div., 378-4320  
**Hazardous Materials**, Workers' Compensation Bd., 378-3272  
**Health Professionals**, Health Div., 229-5776

**Health Spas**, Consumer Services Div., 378-4320  
**Hearing Aids**, Health Div., 229-5776  
**Hospital Facilities**, St. Health Planning and Dev., 378-4684  
**Hunting Guides and Clubs**, Dept. of Fish and Wildlife, 229-5423  
**Industrial Safety**, Workers' Compensation, 378-3272  
**Insect Control**, Agriculture, Plant Div., 378-3776  
**Insurance and Insurance Agents**, Commerce, Ins. Div., 378-4271  
**Judges (complaints)**, Judicial Fitness Comm., 244-3156

**Land Sales**, Commerce, Real Estate Div., 378-4170  
**Landlord/Tenant Questions**, Consumer Services Div., 378-4320  
**Legislative Information**, During Leg. Session Only, 800-452-0290  
**Liquor Dealers & Licenses**, Liquor Control Comm., 653-3025  
**Mail Order Complaints**, Consumer Services Div., 378-4320  
**Manicurist**, Bd. of Barbers and Hairdressers, 378-8667  
**Marriage Records**, Health Div., 229-5710  
**Mass Transit**, Transportation, 378-8201  
**Massage Parlors, Masseurs and Masseuses**, Health Div., 229-5160  
**Meat Products**, Dept. of Agriculture, 378-8298  
**Mobile Homes**, Commerce, Building Codes, 378-3986  
**Modular Homes**, Commerce, Building Codes, 378-3925  
**Money Orders**, Commerce, Banking Div., 378-4140  
**Mortgage Co. Collections**, Commerce, Real Estate, 378-8419  
**Moving Companies**, Public Utility Commissioner, 378-6692

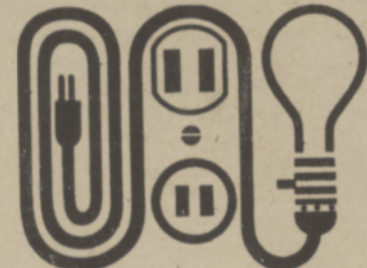
**Notary Public**, Secretary of State, 378-4724  
**Nurseries**, Dept. of Agriculture, 378-3776  
**Nursing Homes**, St. Health Planning and Dev., 378-4684  
**Oil and Gas Mining**, Geology and Mineral, 229-5580  
**Outdoor Clubs**, Dept. of Fish and Wildlife, 229-5403

**Pawnbrokers**, Commerce, Banking Div., 378-4140  
**Pharmacists**, Bd. of Pharmacy, 229-5849  
**Photography**, Consumer Services Div., 378-4320  
**Pilots**, Dept. of Trans. Aero. Div., 378-4880  
**Plumbers**, Commerce, Building Codes, 378-3169  
**Podiatrists**, Bd. of Podiatry Examiners, 229-5160  
**Poisons**, Health Div., 229-5792  
**Pollution**, Dept. of Envir. Quality, 229-5696  
**Ports**, Dept. of Economic Dev., 373-1200  
**Predator Control**, Dept. of Agriculture, 378-3776  
**Prescriptions**, Health Div., 229-5849  
**Public Accountants**, Commerce, Bd. of Account., 378-4181  
**Pyramid Sales**, Consumer Protection Div., 229-5522

**Racing (dog and horse)**, Racing Commission, 289-5820  
**Radiation**, Health Div., 229-5541  
**Railroads and Trains**, Public Utility Commission, 378-6207

**Real Estate Agents**, Commerce, Real Estate Div., 378-4170  
**Recreational Vehicles**, Commerce, Building Codes, 378-3986  
**Refunds**, Consumer Services Div., 378-4320  
**Restaurants (sanitation)**, Health Div., 229-5954  
**Schools (public, private and trades)**, Dept. of Education, 378-8543  
**Search and Rescue**, Dept. of Trans., Aero. Div., 378-4880  
**Senior Citizens Programs**, Elderly Affairs, 378-4728  
**Services**, Consumer Service Div., 378-4320  
**Sexual Discrimination**, Bureau of Labor, 378-3296  
**Smoking and Anti-Smoking**, Health Div., 229-5593  
**Snowmobiles**, Motor Vehicles Div., 378-6935  
**Solar Energy Info.**, Dept. of Energy, 378-4040  
**Speed Control**, State Police, 378-3723  
**Stocks, Bonds and Securities**, Commerce, Corporation Div., 378-4387  
**Subscriptions**, Consumer Services Div., 378-4320  
**Swimming Facilities**, Health Div., 229-6938

**Tax Examiners**, Commerce, Tax Serv. Exam., 378-4034  
**Tax Help**, Dept. of Revenue, 378-3366  
**Taxidermists**, Dept. of Fish and Wildlife, 229-5403  
**Teachers**, Teacher Standards and Practices Comm., 378-3586  
**Television Repair**, Consumer Services Div., 378-4320  
**Tourist Facilities**, Travel Info. Council, 378-3438  
**Travel Agents**, Consumer Services Div., 378-4320  
**Travelers' Checks**, Commerce, Banking Div., 378-4140



**Unemployment Ins.**, Employment Services, 280-6895  
**Unit Pricing**, Dept. of Ag., Weights and Measures, 378-3792  
**Utilities**, Public Utility Commission, 378-6600  
**Veterinary License**, Health Div., 378-8089  
**Wage Claim**, Bureau of Labor, 378-3292  
**Waste Disposal**, Dept. of Envir. Quality, 229-5913  
**Water Service**, Public Utility Commission, 378-6600  
**Weatherization Info.**, Dept. of Energy, 378-4040  
**Weights and Measures**, Dept. of Agriculture, 378-3792  
**Weight of Trucks on Highways**, Highway Div., 378-2568  
**Welfare Complaints**, Adult and Family Services, 378-3680  
**Wineries**, Liquor Control Comm., 653-3055  
**Work Permits (minors)**, Bureau of Labor, 378-3285  
**Wrecking Yards (licensing)**, Motor Vehicle Div., 378-6935