

Mission Statement

The purpose of the commission is to promote and protect the best interests of the consumer public, to encourage the highest standards in the business community and to develop a higher level of consumer awareness

Commissioners by District and Supervisor

District 1

Scott Haggerty, Supervisor
Commissioners
Connie Cox
Rana R. S. Kahlon

District 2

Gail Steele, Supervisor
Commissioner
Nicholas Terry

District 3

Alice Lai-Bitker, Supervisor
Commissioner
Hermey Almonte

District 4

Nate Miley, Supervisor
Commissioners
Laura McCoy
Ora Watson

District 5

Keith Carson, Supervisor
Commissioners
Marlene C. Hurd
Sunnie Richardson

Revised 4/09

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

Alameda County
Consumer Affairs Commission

ALAMEDA COUNTY CONSUMER AFFAIRS COMMISSION

Agencies that regulate businesses in Alameda County

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 and Misleading	510-272-6222
Appliances	800-925-5210
Alameda County Bar Association	
Fraud/False Ads	510-569-9281
Legal Referral	800-442-2529
Legal Aid for Seniors	510-832-3040
State Bar of California	800-843-9053
Automobile	
Safety and Recall	888-327-4236
Bureau of Auto Repairs/ Non-Warranty	800-952-5210 TTY 800-424-9153
Banking/Finance Institutions	800-622-0620
Better Business Bureau (BBB)	510-844-2000
California Dept. of Food and Agriculture	916-654-0462 TDD 800-735-2929
California Dept. of Charities Fund	
Diversion of Funds	916-445-2021
California Medical Board	
Complaints against doctors	800-633-2322
California Board of Optometrists	866-585-2666
California Public Utilities Commission	415-703-2782
Child Care Providers Collection Agency Practice	510-622-2641
Debt Collection	510-272-6222
Contractors State Board License	800-321-2752
Community Assistance for Retarded or Handicapped	510-481-2003
Complaint Mediation Center	510-729-6966
Outreach Coordinator	510-785-8453 TDD 800-952-5548
Credit Counseling	510-729-6966
Practices/Excessive Charges	800-952-5225 TDD 800-952-5548

Federal Trade Commission	
Identity Theft	877-483-4338
Consumer Info	866-653-4261
“Do Not Call” Registry	888-382-1222 TTY 866-290-4236
Funeral Directors	800-952-5210
Housing	510-538-8876
Identity Theft	
Local Police	Non – 911 #
Federal Trade Commission	877-483-4338
Insurance Fraud	800-927-4357
Investment/Stock Fraud	800-952-5225 TDD 800-893-8693
National Fraud Info Center	800-876-7060
Medicare	877-267-2323
Real Estate (Regional Office)	510-622-2552
Small Claims Assistance	
Alameda County	510-763-9282
Small Claims Court	510-268-7737
Social Security Administration	800-772-1213 TTY 800-325-0728
Veterans Affairs Administration	800-952-5626 TDD 800-324-5966
Veterinary Medical Board	800-533-1637



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
Email: dca@dca.ca.gov

Disclaimer: This brochure is for informational purposes only and is only intended to be a tool to inform you and help you understand the resources available to you. It does not include a comprehensive listing of all possible resources. It is not intended to substitute for informed professional advice (such as, for example, medical, legal, financial, etc.), and does not establish a professional-client relationship (such as, for example, an attorney-client relationship). You should always seek the advice of a qualified attorney licensed in the appropriate jurisdiction before taking any course of action that may affect your legal rights. Because laws and resources change often, Alameda County and the Alameda County Consumer Affairs Commission do not guarantee or warrant the accuracy of the information contained herein and shall not be responsible for any losses resulting from your reliance on any content herein.