

CONSUMER PROTECTION DIVISION COMPLAINT DIRECTORY

Michigan Department of Attorney General
Consumer Protection Division
PO Box 30213
Lansing MI 48909
517-373-1140
Toll free: 877-765-8388
Web site: <http://www.michigan.gov/ag>

<u>CLASSIFICATION</u>	<u>AGENCY</u>	<u>ADDRESS/PHONE/WEB</u>
ADVERTISING		
State	Office of the Attorney General Consumer Protection Division	PO Box 30213 Lansing MI 48909 877-765-8388 (toll free in MI) http://www.michigan.gov/ag
National	Federal Trade Commission Consumer Response Center	600 Pennsylvania Ave NW Washington DC 20580 877-382-4357 (toll free) 9:00 AM-8:00 PM EST http://www.ftc.gov
ANIMAL CONTROL		
	MI Dept. of Agriculture Animal Industry Division	PO Box 30017 Lansing, MI 48909 517-373-1077 http://www.michigan.gov/mda
ANTITRUST		
	Office of the Attorney General Corporate Oversight Division	PO Box 30754 Lansing MI 48909 517-373-1160 http://www.michigan.gov/ag
AUTOMOBILES/MOTORCYCLES		
Used Car & Dealer Problems, Repair Facilities, Odometers	Secretary of State Bureau of Regulatory Services	PO Box 30046 Lansing MI 48909 888-767-6424 (toll free in MI) http://www.michigan.gov/sos
Automobiles Within the Manufacturer's Warranty	Office of the Attorney General Consumer Protection Division	PO Box 30213 Lansing MI 48909 877-765-8388 (toll free in MI) http://www.michigan.gov/ag
Safety Recall Information	US Dept of Transportation National Highway Traffic Safety Administration	400 7th St SW Rm 5232 Washington DC 20590 800-424-9393 (toll free) http://www.nhtsa.dot.gov
	Center for Auto Safety	2001 S Street NW Ste 410 Washington DC 20009 202-328-7700 http://www.autosafety.org

BAIL BONDSMEN

State

Dept of Labor & Economic Growth
Office of Financial & Insurance ServPO Box 30220
Lansing MI 48909
877-999-6442 (toll free in MI)
<http://www.michigan.gov/cis>**BANKS**

State

Dept of Labor & Economic Growth
Office of Financial & Insurance Serv
Consumer ServicesPO Box 30224
Lansing MI 48909
517-373-0220
<http://www.michigan.gov/cis>

National

Comptroller of the Currency
Customer Assistance Group1301 McKinney St, Ste 3450
Houston TX 77010
800-613-6743 (toll free)
<http://www.occ.treas.gov>

Bank Issued Credit Cards

Federal Deposit Insurance Corp
(FDIC)2345 Grand Boulevard, Ste 100
Kansas City MO 64108
800-378-9581 (toll free)
816-234-9060 (fax)
<http://www.fdic.gov>**BUILDERS & HOME IMPROVEMENT COMPANIES**(Completion date within 18
months and over \$600.00)Dept of Labor & Economic Growth
Bureau of Commercial Services
Commercial Enforcement DivisionPO Box 30018
Lansing MI 48909
517-241-9202
<http://www.michigan.gov/cis>(Completion date over 18
months or under \$600.00)Office of the Attorney General
Consumer Protection DivisionPO Box 30213
Lansing MI 48909
877-765-8388 (toll free in MI)
<http://www.michigan.gov/ag>

License Verification

Dept of Labor & Economic Growth
Bureau of Commercial Services517-241-9254
<http://www.cis.state.mi.us/verify.htm>**CANADIAN SCAMS**

Scams based in or mailed from

Phone Busters

Box 686
North Bay, Ontario, Canada
P1B 8J8
888-495-8501 (toll free in US)
888-654-9426 (fax)
<http://http://www.phonebusters.com>
info@phonebusters.com
waf1@phonebusters.comAdvanced Fee Fraud
(including Nigerian & Lottery Scams)

E-Mail

CHARITIES

Licensing & Solicitation

Office of the Attorney General
Consumer Protection Division
Charitable Trust SectionPO Box 30214
Lansing MI 48909
517-373-1152
<http://www.michigan.gov/ag>

CHILD SUPPORT

"Dead-Beat" Parents

Office of the Attorney General
Child Support DivisionPO Box 30758
Lansing MI 48909
517-373-1111
<http://www.michigan.gov/ag>

Dead-Beat" Parents

Pay Kids Foundation

PO Box 13222
Lansing MI 48933
866-PAY-KIDS (729-5437)
734-674-6807 (Complaint Line)
<http://www.paykids.com>

Complaints vs. Friend of the Court

Friend of the Court Bureau
State Court Administrative OfficeMichigan Hall of Justice
PO Box 30048
Lansing MI 48909
517-373-5975
517-373-8740 (fax)
focb@courts.mi.gov

E-Mail

COLLECTIONS

Creditor Collection Practices

Office of the Attorney General
Consumer Protection DivisionPO Box 30213
Lansing MI 48909
877-765-8388 (toll free in MI)
<http://www.michigan.gov/ag>

Third Party Collection Agencies

Dept of Labor & Economic Growth
Bureau of Commercial Services
Commercial Enforcement DivisionPO Box 30018
Lansing MI 48909
517-241-9202
<http://www.michigan.gov/cis>**CONTRACTORS**

(electrical, plumber, mechanical)

Labor & Economic Growth
Bureau of Construction Codes
General Complaints
Complaints vs. Licensed Electrical
Complaints vs. Licensed Plumbers
Complaints vs. Licensed MechanicalPO Box 30222
Lansing MI 48909
517-241-9347
517-241-9320
517-241-9330
517-241-9325
<http://www.michigan.gov/cis>**CORPORATIONS**

"Register Agent" Info

Dept of Labor & Economic Growth
Corporation DivisionPO Box 30054
Lansing MI 48909-7554
517-241-6470
<http://www.michigan.gov/cis>**CREDIT CARD FRAUD**

Credit Card Companies

Office of the Attorney General
Consumer Protection DivisionPO Box 30213
Lansing MI 48909
877-765-8388 (toll free in MI)
<http://www.michigan.gov/ag>

Unauthorized Charges

US Secret Service
Fraud Dept1000 Patrick McNamara Bldg
477 Michigan Ave
Detroit MI 48226
313-226-6400
<http://www.ifccfbi.gov>

**CREDIT REPORTING
BUREAUS**

Office of the Attorney General
Consumer Protection Division

PO Box 30213
Lansing MI 48909
877-765-8388 (toll free in MI)
<http://www.michigan.gov/ag>

Federal Trade Commission
Consumer Response Center

600 Pennsylvania Ave NW
Washington DC 20580
877-382-4357 (toll free)
9:00 AM-8:00 PM EST
<http://www.ftc.gov/bcp/menu-credit.htm>

CREDIT UNIONS

State Chartered

Dept of Labor & Economic Growth
Office of Financial & Insurance Serv.
Credit Union Division

PO Box 30224
Lansing MI 48909
877-999-6442 (toll free in MI)
<http://www.michigan.gov/cis>

Federally Chartered

National Credit Union Admin.
Region I – Albany

9 Washington Square
Washington Avenue Extension
Albany NY 12205
518-862-7400
<http://www.ncua.gov>

**DISCRIMINATION/CIVIL
RIGHTS**

Dept of Civil Rights

800-482-3604 (toll free)
<http://www.michigan.gov/mdcr>

DRUGS

Prescription & Over-the-Counter

US Food and Drug Administration
Office of Regulatory Affairs
Detroit District

300 River Place Suite 5900
Detroit MI 48207
313-393-8100
<http://www.fda.gov>

EDUCATION

Private Occupational Schools

MI Dept of Education
Proprietary School Unit

General Info:

PO Box 30008
Lansing MI 48909
517-373-6774
517-373-3324
<http://www.michigan.gov/mde>

EMPLOYMENT AGENCIES

Licensing and Complaints

Dept of Labor & Economic Growth
Office of Commercial Services
Commercial Enforcement Division

PO Box 30018
Lansing MI 48909
517-241-9202
<http://www.michigan.gov/cis>

ENERGY

Public Utility Service Complaints

Dept of Labor & Economic Growth
Public Service Commission
Complaint Hotline

PO Box 30221
Lansing MI 48909
800-292-9555 (toll free in MI)
<http://www.michigan.gov/mpsc>

Energy Assistance Hotline

Family Independence Agency

800-292-5650 (toll free in MI)
<http://www.michigan.gov/fia>

FEDERAL INFORMATION

800-FED-INFO (333-4636)

FOOD

Accurate Weights & Measures,

MI Dept of Agriculture
Laboratory Division

940 Venture Lane
Williamston MI 48895
800-292-3939 (toll free in MI)

Food Quality

MI Dept of Agriculture
Food & Dairy Division

<http://www.michigan.gov/mda>
P.O. Box 30017
Lansing MI 48909
1-800-292-3939
517-373-1060
<http://www.michigan.gov/mda>

Food & Seafood Quality

US Food & Drug Administration
Detroit Regional Office

1560 E Jefferson
Detroit MI 48207
313-226-6260
<http://www.fda.gov>

Food & Seafood Info Line

800-332-4010 (toll free)

Meat & Poultry Quality

US Dept of Agriculture
Food Safety & Inspection Service

Room 1175, South Building
1400 Independence Ave. SW
Washington DC 20250
202-720-7943
<http://www.fsis.usda.gov>
800-535-4555 (toll free)

Meat & Poultry Hotline

FREE ANNUAL CREDIT REPORTS

3 Free per year from each
of the 3 Major Credit Report Agencies

877-322-8228 (toll free in USA)

FUNERAL HOMES & OPERATORS

Dept of Labor & Economic Growth
Bureau of Commercial Services
Enforcement Division

PO Box 30018
Lansing MI 48909
517-241-9202
<http://www.michigan.gov/cis>

GASOLINE

Fuel Quality & Measurement

MI Dept of Agriculture

800-MDA-FUEL (632-3835)
<http://www.michigan.gov/mda>

HEALTH CARE

Nursing & Health Facility

Dept of Community Health
Bureau of Health Systems

PO Box 30664
Lansing MI 48909
517-334-8408
<http://www.michigan.gov/cis>
800-882-6006 (toll free in MI)

Complaint Hotline

HOMELAND SECURITY

Federal

US Dept of Homeland Security

Washington DC 20528
800-BE-READY (237-3239)
<http://www.dhs.gov>

State

MI Dept of Homeland Security

PO Box 30212
Lansing MI 48909
517-335-5747
<http://www.michigan.gov/homeland>

HOUSING

Dept of Labor & Economic Growth
MI State Housing Dev. Auth.

PO Box 30044
Lansing MI 48909
517-373-8370
<http://www.michigan.gov/mshda>

Radon Levels

Dept of Environmental Quality
Radiological Protection Div.

PO Box 30630
Lansing MI 48909-8130
231-775-3960
800-RADON GAS (723-6642)
<http://www.michigan.gov/degradon>

Mold Levels

Dept of Community Health

800-648-6942 (hotline)

Local Mold Information

517-335-9436

INSURANCE

Dept of Labor & Economic Growth
Office of Financial & Insurance Serv.

PO Box 30220
Lansing MI 48909
877-999-6442 (toll free in MI)
<http://www.michigan.gov/cis>

ITEM PRICING

Overcharges

Office of the Attorney General
Consumer Protection Division

PO Box 30213
Lansing MI 48909
877-765-8388 (toll free in MI)
<http://www.michigan.gov/ag>

Non-pricing

MI Dept of Agriculture
Laboratory Division

940 Venture Lane
Williamston MI 48895
517-655-8202
<http://www.michigan.gov/mda>
1-800-292-3939 Toll free

JUDICIAL TENURE COMM.

Complaints vs. Judges

MI Judicial Tenure Commission

3034 West Grand Blvd, Ste 8-450
Detroit MI 48202
313-875-5110
313-875-5154 (fax)

E-mail:

judicialtenure@courts.mi.gov
<http://jtc.courts.mi.gov>

LANDLORD/TENANT

Complaints

Office of the Attorney General
Consumer Protection Division

PO Box 30213
Lansing MI 48909
877-765-8388 (toll free in MI)
<http://www.michigan.gov/ag>

Michigan State University
College of Law

Rental Housing Clinic
541 E. Grand River
PO Box 310
East Lansing MI 48826
517-336-8088

E-mail:

clinic@law.msu.edu
<http://www.law.msu.edu/rhc/>

LAWYERS	Michigan Supreme Court	243 W Congress Ste 256
Complaints	Attorney Grievance Commission	Detroit MI 48226
		313-961-6585
		313-961-5819 (fax)
		http://www.agcmi.com
Referrals	State Bar of Michigan	306 Townsend St
	Lawyer Referral Service	Lansing MI 48933
		800-968-0738 (toll-free MI Only)
	Out-of-State Callers	517-346-6300
		517-482-6248 (fax)
		http://www.michbar.org
LICENSED PROFESSIONS AND/OR OCCUPATIONS		
Individual Healthcare Providers	Dept of Community Health	PO Box 30670
	Bureau of Health Professions	Lansing MI 48909
	Complaint & Allegations Division	517-373-9196
		http://www.michigan.gov/cis
Other Licensed Professions (See Contractors for add'l info)	Dept of Labor & Economic Growth	PO Box 30018
	Bureau of Commercial Services	Lansing MI 48909
	Enforcement Division	517-241-9202
	License Verification Hotline	517-241-9254
		http://www.michigan.gov/cis
MAIL FRAUD SCHEMES	US Postal Inspection Service	Attn: Juanita Banks, Mgr.
		Consumer Affairs & Claims
		1 Ajax Dr. Ste. 101
		Madison Hts., MI 48071
		877-876-2455
	National USPS Fraud Hotline	800-372-8347
		http://www.usps.com/postalinspectors/
MILITARY & VETERAN AFFAIRS		
State	Dept of Military & Veteran Affairs	2500 South Washington Ave
		Lansing MI 48913-5101
		517-483-5500
		http://www.michigan.gov/dmva
MOBILE HOMES/PARKS	Dept of Labor & Economic Growth	PO Box 30703
	Licensing	Lansing MI 48909
		517-241-9317
Park Problems (Including Water Rates & Complaints)	Office of Local Government	517-241-9347
		http://www.michigan.gov/cis
MORTGAGE COMPANIES	Dept of Labor & Economic Growth	PO Box 30224
	Office Financial & Insurance Services	Lansing MI 48909
	Licensing & Enforcement Division	877-999-6442 (toll free in MI)
		http://www.michigan.gov/cis

MOVERS

Intrastate U.S. Dept of Transportation 1200 New Jersey Ave. SE
Federal Motor Carrier Washington, DC 20590
Safety Administration 888-368-7238

Local Michigan Public Service Comm. 6545 Mercantile Way
Lansing, MI 48910
800-292-9555

POLICE

MI State Police 714 S. Harrison Road
East Lansing MI 48823
General Info 517-332-2521
Arson Tip Line 800-44-ARSON (442-7766)
HEMP Tip Line 800-235-HEMP (235-4367)
Internet Safety 877-5CYBER3 (529-2373)
Methamphetamine Labs 866-METH-TIP (638-4847)

PRODUCT SAFETY

Consumer Product Safety Comm. Washington DC 20207
800-638-2772 (toll free)

**PRODUCT WARRANTY
& DEFECTS**

Office of the Attorney General PO Box 30213
Consumer Protection Division Lansing MI 48909
877-765-8388 (toll free in MI)
<http://www.michigan.gov/ag>

**PYRAMID SCHEMES,
FRANCHISES & BUSINESS
OPPORTUNITIES**

Office of the Attorney General PO Box 30213
Consumer Protection Division Lansing MI 48909
Franchise Section 517-373-7117
<http://www.michigan.gov/ag>

REAL ESTATE/REALTORS

Dept of Labor & Economic Growth PO Box 30018
Bureau of Commercial Services Lansing MI 48909
Commercial Enforcement Division 517-241-9202
<http://www.michigan.gov/cis>

SAVINGS & LOANS

Federal US Dept of Treasury 1475 Peachtree Street NE
Office of Thrift Supervision Atlanta GA 30309
Consumer Affairs 404-888-0771
<http://www.ots.treas.gov>

State Dept of Labor & Economic Growth PO Box 30224
Office of Financial & Insurance Serv. Lansing MI 48909
Licensing & Enforcement Division 877-999-6442 (toll free in MI)
<http://www.michigan.gov/cis>

STOCKS/BONDS/SECURITIES

Dept of Labor & Economic Growth PO Box 30222
Corporation, Securities, and Lansing MI 48909
Land Development Bureau 877-999-6442 (toll free in MI)
<http://www.michigan.gov/cis>

401(k)'s (State Employees)

Dept of Management & Budget PO Box 30171
Office of Retirement Services Lansing MI 48909
800-381-5111 (toll free)
<http://www.michigan.gov/ors>

STOCKS/BONDS/SECURITIES (continued)

Non-State Retirement	US Dept of Labor	Frances Perkins Building 200 Constitution Avenue, NW Washington DC 20210 800-998-7542 (toll free) http://www.dol.gov
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STUDENT LOANS

MI Dept of Education Ombudsman	877-557-2575 (toll free in MI)
MI Dept of Treasury-Fed Stafford Loan	800-642-5626 (toll free in MI)
MI Dept of Treasury-Fed Perkins Loan	877-323-2287 (toll free in MI)
Federal Student Aid Info Center	800-433-3243 (toll free)
Assistance and Student Loan Authority	http://www.mi-studentaid.org

TAXES

Federal	Internal Revenue Service	800-TAX-1040 (829-1040) http://www.irs.ustreas.gov
State	MI Dept of Treasury Income tax Sales/Use/Withholding Tax	Lansing MI 48922 800-487-7000 (toll free in MI) 517-636-4730 http://www.michigan.gov/treasury
Tobacco	MI Dept of Treasury Out-of-State Callers	Lansing MI 48922 800-292-2824 (toll free in MI) 517-636-4630
Carbonated Beverage Container Deposits	MI Dept of Treasury Sales/Use/Withholding Tax	Lansing MI 48922 517-636-4730

TELEMARKETING

Federal	Federal Trade Commission Consumer Response Center FTC Do Not Call Registry (must call from number to be registered)	600 Pennsylvania Ave NW Washington DC 20580 877-382-4357 (toll free) 9:00 AM-8:00 PM (EST) 888-382-1222 (toll free) http://www.ftc.gov
State	Office of the Attorney General Consumer Protection Division	PO Box 30213 Lansing MI 48909 877-765-8388 (toll free in MI) http://www.michigan.gov/ag

TOYS & OTHER DANGEROUS PRODUCTS/SUBSTANCES

Federal	US Consumer Product Safety Commission	Washington DC 20207 800-638-2772 (toll free) http://www.cpsc.gov
State	MI Dept of Agriculture Food & Dairy Division	PO Box 30017 Lansing MI 48909 800-292-3939 (toll free in MI) http://www.michigan.gov/mda

TRAVEL

Air Service Complaints	US Dept of Transportation Aviation Consumer Protection Div. E-mail:	400 Seventh Street SW #4107 Washington DC 20590 202-366-2220 airconsumer@ost.dot.gov http://airconsumer.ost.dot.gov/
Air Safety	Federal Aviation Administration Safety Hotline	800 Independence Ave SW Washington DC 20591 800-322-7873 (toll free) http://www.faa.gov
Railway Safety	Federal Railroad Administration Office of Safety	400 Seventh St SW Washington DC 20590 202-632-3700 http://www.fra.dot.gov/
Travel Agencies/Tour Operators	Office of the Attorney General Consumer Protection Division	PO Box 30213 Lansing MI 48909 877-765-8388 (toll free in MI) http://www.michigan.gov/ag

UTILITIES

Dept of Labor & Economic Growth Public Service Commission Complaint Hotline	PO Box 30221 Lansing MI 48909 800-292-9555 (toll free in MI) http://www.michigan.gov/cis
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WAGES

Dept of Labor & Economic Growth Wage Hour Division	PO Box 30476 Lansing MI 48909 517-335-0400 http://www.michigan.gov/cis
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MISCELLANEOUS RESOURCES

Automobile Dispute Resolution

Nat'l Automobile Dealers Association. Automotive Consumer Action Program (AUTOCAP) Hotline	1500 Kendale Blvd East Lansing MI 48823 517-351-7800 800-292-1923 (toll free)
Chrysler Corporation (Chrysler, Plymouth, Dodge, Jeep)	Chrysler Customer Center PO Box 21-8004 Auburn Hills MI 48321 800-992-1997 (toll free) http://www.chryslercorp.com
Ford Motor Co. (Ford, Lincoln, Mercury)	Customer Relationship Center PO Box 6248 Dearborn MI 48121 800-392-3673 (toll free) http://www.ford.com

Automobile Dispute Resolution (continued)

General Motors Corporation

Buick	http://www.gm.com 800-521-7300 (toll free)
Cadillac	800-458-8006 (toll free)
Chevrolet	800-222-1020 (toll free)
GMC	800-462-8782 (toll free)
Oldsmobile	800-422-6537 (toll free)
Pontiac	800-762-2737 (toll free)
Saturn	800-553-6000 (toll free)

Better Business Bureaus

Eastern Michigan & Upper Peninsula Complaints	30555 Southfield Rd Ste 200 Southfield MI 48076 248-644-9100 248-644-5026 (fax) 810-232-1239
In Flint Auto and Arbitration E-mail	800-955-5100 (toll free) info@easternmichiganbbb.org http://www.easternmichiganbbb.org

Better Business Bureaus (Continued)

Western Michigan	40 Pearl NW Ste 354 Grand Rapids MI 49503 616-774-8236 616-774-2014 (fax) 800-684-3222 (toll free in MI)
Hotline (Western MI only) E-mail	bbbinfo@iserv.net http://www.grandrapids.bbb.org
Hillsdale, Monroe, Lenawee Cos.	3103 Executive Pkwy Ste 200 Toledo OH 43606 419-531-3116 419-578-6001 (fax) 800-734-4222 (toll free in MI)
Hotline (OH, SW MI only) E-mail	info@toledobbb.org http://www.toledobbb.org

City/County Agencies

(Complaints by local residents
or against local businesses)

Bay County Prosecutor's Office Consumer Protection Unit	1230 Washington Ave Bay City MI 48708 517-895-4139
City of Detroit	1600 Cadillac Tower Detroit MI 48226
Information Complaints	313-224-3508 313-224-6995
Macomb County Prosecutor Consumer Protection Dept	40 N Main St 6th Floor Mt Clemens MI 48043 810-469-5350

(This Complaint Directory is available on the Attorney General's website at <http://www.michigan.gov/ag>)

Last update: 5/2009