



Department of Consumer Affairs

DCA CAN ANSWER YOUR QUESTIONS AND RESPOND TO YOUR COMPLAINTS ABOUT THE FOLLOWING.
Please visit nyc.gov/consumers or call 311.

ADVERTISING, DECEPTIVE OR FALSE
AIR CONDITIONING RUNNING WHILE
STORE DOOR OPEN
AIRPORT SCALES
AMUSEMENT RIDES
(Temporary and permanent)
ANIMALS*

ONLY purchase problems, products
containing endangered species
APPLIANCE REPAIRS**
ARCADES
AUCTION HOUSES**
AUCTIONEERS
AUTOMOBILES, NEW*
ONLY if involves trade-in vehicle
AUTOMOBILES, RENTAL OR LEASE*
ONLY contract disputes
AUTOMOBILES, USED

BARBERS/BEAUTICIANS*
ONLY price posting, gender pricing
BICYCLE PARKING*
ONLY in parking garages/lots
BILLIARD ROOMS
BILLING DISPUTES
BINGO
BOOTING**
(Vehicles in private parking facilities
towed at owner's expense)
BOTTLE BILL/BOTTLE RETURNS*
ONLY posting of bottle bill sign
BUDGET & CREDIT COUNSELING

CABARETS*
NOT noise complaints
CANCELLATION, CONTRACTS
CANCELLATION, FUTURE SERVICE
CATERING
CELL PHONES
CIGARETTE RETAIL DEALER LICENSE
CIGARETTE SALES TO MINORS
CONSIGNMENT
CONTRACT DISPUTES
CREDIT CARDS*
ONLY department store credit cards and
limitation on use of credit cards
CREDIT COUNSELING

DATING SERVICES
DEBT COLLECTION*
ONLY if consumer resides/resided within
NYC at the time of collection; business
can be located anywhere
DEBT COUNSELING, SETTLEMENTS
DEBT SETTLEMENT COMPANIES
DECEPTIVE TRADE PRACTICES
DEFECTIVE/ DAMAGED MERCHANDISE
DEVICES FOR THE DISABLED**
DISTRESSED PROPERTY CONSULTANTS
DRY CLEANERS

EITC
(Earned Income Tax Credit)

ELECTRONIC SERVICE/REPAIR DEALERS**
ELECTRONICS STORES
EMPLOYMENT AGENCIES
EYEGLASSES*
ONLY contract disputes

FAIR RIDES
FINANCIAL COUNSELING
FINANCIAL EDUCATION
FITNESS CLUBS*
ONLY contracts
FLORISTS
FOOD*
ONLY pricing, weight
FREE AND LOW-COST TAX FILING OPTIONS
FUEL OIL COMPANIES*
ONLY truck inspections, contract disputes
FUNERAL HOMES*
ONLY pricing, contract disputes
FURNITURE

GAMES OF CHANCE
GAMING CAFÉS
GARAGES & PARKING LOTS
GASOLINE*
ONLY billing disputes, adulteration
GENDER PRICING
GENERAL VENDOR*
ONLY license issues
GRATUITIES, MANDATORY
GUIDES, SIGHTSEEING
GYMS*
ONLY contracts

HOME IMPROVEMENT CONTRACTORS**
HORSE DRAWN CABS
HOTELS*
ONLY contract disputes

IMMIGRATION SERVICE PROVIDERS
INTERNET*
ONLY if business located within NYC

JEWELRY

LAUNDROMATS*
NOT cold water issues
LAUNDRY JOBBERS
LAYAWAY
LOCKSMITHS**

MAGAZINE SUBSCRIPTIONS
MAIL ORDERS*
ONLY if business located within NYC
MEDICAL SUPPLIES*
ONLY defective/damaged goods
MOTION PICTURE PROJECTIONISTS

NAIL SALONS*
ONLY price posting, gender pricing
NEWSSTANDS
NYC CCTC
(New York City Child Care Tax Credit)

NYC SafeStart ACCOUNT

PARKING LOT & GARAGES
(Vehicle and bicycle)
PAWNBROKERS
PEDICABS
PET SHOPS*
ONLY purchase of pets
PHARMACIES*
ONLY generic drug price posting and
language access signage
PHOTO STUDIOS
PINBALL MACHINES
PRICING DISPARITIES
PROCESS SERVERS**
PRODUCTS FOR THE DISABLED**

REFUND POLICIES
RETAIL STORES

SALES TAX*
ONLY improper/incorrect/failure to
charge
SALES TO MINORS
(Lasers, box cutters, spray paint,
etching acid, tobacco)
SaveUSA ACCOUNT
SCALES**
SCAMS
(Not lottery)
SECONDHAND AUTO DEALERS
SECONDHAND DEALERS
SIDEWALK CAFÉS
SIDEWALK STANDS
SIGHTSEEING**
(Buses, Guides)
STOOP LINE STANDS
STORAGE WAREHOUSES
(Not self-storage)
STREET FAIR PERMITS
STREET VENDORS
(Non-food)
SUPERMARKETS

TALENT AGENCIES
TAX PREPARERS
TELEVISION REPAIRS
TENANT SCREENING REPORTS
TOWING
TOY GUNS
TRAVEL AGENCIES

UPHOLSTERY
USED CAR DEALERS

VOLUNTEER INCOME TAX ASSISTANCE
(VITA) SITES

WARRANTIES

* DENOTES AN INDUSTRY IN WHICH DCA HANDLES ONLY THE ISSUES SPECIFIED. OTHER ISSUES RELATED TO THESE INDUSTRIES SHOULD BE REFERRED TO 311.

** DENOTES AN INDUSTRY IN WHICH DCA CAN ONLY ASSIST IF THE TRANSACTION OR THE WORK PERFORMED OR CONTRACTED TAKES PLACE WITHIN NYC. HOWEVER, THE BUSINESS ADDRESS CAN BE OUTSIDE OF NYC.

SEE REVERSE FOR LIST OF ISSUES DCA DOES NOT HANDLE.



Department of Consumer Affairs

DCA RECEIVES MANY CALLS ABOUT THE FOLLOWING INDUSTRIES AND ISSUES BUT IS NOT THE APPROPRIATE AGENCY TO ADDRESS THESE QUESTIONS OR COMPLAINTS. Please call 311 or visit nyc.gov/311 to contact the appropriate resource.

ABANDONED OR UNSAFE BUILDINGS
 ABANDONED PROPERTY
 ACCESS-A-RIDE
 ACCOUNTANTS
 AIDS SERVICES
 AIR FREIGHT
 AIRCRAFT NOISE
 AIRLINES
 AMBULANCES
 APARTMENT REFERRAL SERVICES
 ARCHITECTS
 ASBESTOS
 ATTORNEYS
 AUTO MECHANICS/REPAIR SHOPS

 BAIL BOND
 BANKRUPTCY
 BANKS
 BED BUGS
 BIRTH CERTIFICATES
 BLOCK PARTY PERMITS
 BOATS
 BUILDING – NEW HOME
 BUSES
 BUSINESS ADVICE
 BUSINESS NAMES, OBTAIN

 CABLE
 CABS (Medallion)
 CAMPS
 CEMETERIES
 CHAIN LETTERS
 CHARITIES
 CHECK CASHING
 CHEMICALS
 CHILD CARE
 CHIROPRACTORS
 COMMERCIAL REFUSE
 COMMODITIES DEALERS
 CON EDISON
 CONDOMINIUMS
 CONSULTING FIRMS
 CONTESTS
 CO-OPS
 COPYRIGHTS
 COSMETICS
 COUNTERFEIT ITEMS
 CRIME VICTIMS' ASSISTANCE

 DANCE STUDIOS
 DAY CARE
 DEATH CERTIFICATE
 DENTISTS
 DISCRIMINATION
 DOCTORS
 DOG WALKERS
 DRIVER'S LICENSE (NYS)
 DRIVING SCHOOLS
 DRUGS
 DUMPING (Illegal)
 DUMPSTER CONTAINERS

 EDUCATION
 ELECTRICIANS
 ELECTRICITY
 ELEVATORS
 ENGINEERS
 EXPORTING GOODS
 EXTERMINATORS

FARMERS MARKETS
 FINANCIAL ADVISORS
 FOOD CO-OPS
 FOOD STAMPS
 FOOD VENDOR

 GARBAGE DISPOSAL
 GARNISHMENT OF WAGES
 GAS, NATURAL
 GREENMARKETS

 HALAAL FOODS
 HEALTH SPAS
 HEARING AIDS
 HEAT
 HIGHWAYS
 HOMELESS
 HOSPITALS
 HOUSING
 HUNTING LICENSES
 HYDRANTS

 IMMIGRATION & NATURALIZATION
 INSURANCE COMPANIES
 INVESTIGATOR, PRIVATE

 KOSHER FOODS

 LABORATORIES
 LAMPPOSTS
 LAND SALES
 LAWYERS
 LEAD POISONING
 LIQUOR LICENSES
 LOAN COMPANIES
 LOTTERY

 MAIL
 MARRIAGE LICENSES
 MARSHALS, CITY
 MASS TRANSIT
 MASSAGE
 MENTAL HEALTH
 MONEY EXCHANGERS
 MORTGAGES
 MOVING COMPANIES

 NEW HOME CONSTRUCTION
 NOISE POLLUTION
 NOTARIES
 NURSES
 NURSES' REGISTRIES
 NURSING HOMES

 ODORS
 OFF-TRACK BETTING
 OPTICIANS

 PARKING METERS
 PARKING VIOLATIONS
 PARKS
 PASSPORTS
 PATENTS, TRADEMARKS
 PEST CONTROL
 PESTICIDES
 PET GROOMERS/SHOPS
 PHARMACISTS
 PHONE SOLICITATIONS
 PHYSICAL THERAPISTS

PLUMBERS
 POISON CONTROL
 POLLUTION
 POSTAL SERVICE
 POTHOLES
 PRODUCT INFORMATION
 PRODUCT SAFETY
 PUBLIC SERVICE COMMISSION
 PYRAMID SCHEMES

 QUALITY OF LIFE

 REAL ESTATE – BROKERS
 RECYCLING
 REDUCED SUBWAY FARE
 RENT

 SCHOOLS
 SECURITY ALARM INSTALLERS
 SENIOR CITIZENS
 SEWERS
 SHIPPING
 SHORT-HAND REPORTING
 SMALL CLAIMS COURT
 SNOW, ICE
 SOCIAL SECURITY
 SOCIAL WORKERS
 STOCK BROKERS
 STREETS
 SUBWAYS
 SURVEYORS

 TAXES
 (ID, IRS questions)
 TAXIS
 TELEPHONE
 (Service, repairs)
 THEATERS
 THRIFT SHOPS
 TOYS, UNSAFE
 (Except toy guns)
 TRADEMARKS
 TRADE WASTE
 TRADING STAMPS
 TRAFFIC LIGHTS
 TRAINS
 TRAVEL
 TREE REMOVAL

 UTILITIES

 VETERANS' AFFAIRS
 VETERINARIANS
 VOLUNTEER RECRUITMENT
 VOTING

 WATER
 WESTERN UNION
 WINDOW GUARDS
 WORKERS' COMPENSATION

 YOUTH LINE

 ZONING

SEE REVERSE FOR LIST OF ISSUES DCA HANDLES.