



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 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

BILLIARD ROOMS

BINGO

BILLING DISPUTES

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 SALES TO MINORS

CIGARETTE RETAIL LICENSE

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

DECEPTIVE TRADE PRACTICES

DEFECTIVE/ DAMAGED MERCHANDISE

DEVICES FOR THE DISABLED**

DRY CLEANERS

EITC

(Earned Income Tax Credit)

ELECTRONIC STORES

ELECTRONIC SERVICE/REPAIRS DEALERS**

EMPLOYMENT AGENCIES

EYEGLASSES*

ONLY contract disputes

FAIR RIDES

FINANCIAL COUNSELING

FINANCIAL EDUCATION

FLORISTS

FOOD*

ONLY pricing, weight

FUEL OIL COMPANIES*

ONLY truck inspections, contract disputes

FUNERAL HOMES*

ONLY pricing, contract disputes

FURNITURE

GAMES OF CHANCE

GAMING CAFES

GARAGES & PARKING LOTS

GASOLINE*

ONLY billing disputes, adulteration

GENERAL VENDOR*

ONLY license issues

GRATUITIES, MANDATORY

GUIDES, SIGHTSEEING

HOME IMPROVEMENT CONTRACTORS*

HORSE DRAWN CABS

HOTELS*

ONLY contract disputes

IMMIGRATION SERVICE PROVIDERS

INTERNET

JEWELRY

LAUNDROMATS*

NOT cold water issues

LAUNDRY JOBBERS

LAYAWAY

LOCKSMITHS**

MAGAZINE SUBSCRIPTIONS

MAIL ORDERS

MEDICAL SUPPLIES*

ONLY defective/damaged goods

MOTION PICTURE PROJECTIONISTS

NAIL SALONS*

ONLY price posting, gender pricing

NEWSSTANDS

NYCCTC

(New York City Childcare Tax Credit)

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

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)

SCALES**

SCAMS

SECOND HAND DEALERS

SIDEWALK CAFES

SIDEWALK STANDS

SIGHTSEEING**

(Buses, Guides)

STOOP LINE STANDS

STORAGE WAREHOUSES

(Not self-storage)

STREET FAIR PERMITS

SUPERMARKETS

TALENT AGENCIES

TAX PREPARERS

TELEVISION REPAIRS

TOWING

TOY GUNS

TRAVEL AGENCIES

UPHOLSTERY

USED CAR DEALERS

VENDORS

(Non-food)

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 to contact the appropriate resource.

ABANDONED OR UNSAFE BUILDINGS
ABANDONED PROPERTY
ACCOUNTANTS
AIDS SERVICES
AIR FREIGHT
AIRCRAFT NOISE
AIRLINES
AMBULANCES
APARTMENT REFERRAL SERVICES
ARCHITECTS
ASBESTOS

BAIL BOND
BANKRUPTCY
BANKS
BIRTH CERTIFICATES
BLOCK PARTY PERMITS
BOATS
BUSES
BUSINESS ADVICE
BUSINESS NAMES, OBTAIN

CABLE
CABS (Medallion)
CAMPS
CEMETARIES
CHAIN LETTERS
CHARITIES
CHECK CASHING
CHEMICALS
CHILDCARE
CHIROPRACTORS
COMMERCIAL REFUSE
COMMODITIES DEALERS
CON EDISON
CONDOMINIUMS
CONTESTS
CO-OPS
COPYRIGHTS
COSMETICS
CRIME VICTIMS' ASSISTANCE

DAY CARE
DEATH CERTIFICATE
DENTISTS
DISCRIMINATION
DOCTORS
DRIVER'S LICENSE (NYS)
DRIVINGSCHOOLS
DRUGS
DUMPING (Illegal)
DUMPSTERCONTAINERS

EDUCATION
ELECTRICIANS
ELECTRICITY
ELEVATORS
ENGINEERS
EXPORTING GOODS
EXTERMINATORS

FARMERS MARKETS
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
INVESTIGATOR, PRIVATE

KOSHER FOODS

LABORATORIES
LAMP POSTS
LAND SALES
LAWYERS
LEAD POISONING
LIQUOR LICENSES
LOAN COMPANIES
LOTTERY

MAIL
MARRIAGE LICENSES
MARSHALLS, CITY
MASS TRANSIT
MASSAGE
MENTAL HEALTH
MORTGAGES

NOISE POLLUTION
NOTARIES
NURSES
NURSES REGISTRIES
NURSING HOMES

ODORS
OPTICIANS
OFF-TRACK BETTING

PARKNG METERS
PARKING VIOLATIONS
PARKS
PASSPORTS
PATENTS, TRADEMARKS
PEST CONTROL
PESTICIDES
PET GROOMERS

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
RECYCLING
REDUCED SUBWAY FARE
RENT

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

TAXES
TAXIS
TELEPHONE
THEATERS
THRIFT SHOPS
TOYS, UNSAFE
TRADEMARKS
TRADE WASTE
TRADING STAMPS
TRAFFIC LIGHTS
TRAINS
TRAVEL
TREE REMOVAL

UTILITIES

VETERANS AFFAIRS
VETERINARIANS
VOLUNTEER RECRUITMENT
VOTING

WATER
WESTERN UNION
WINDOW GUARDS
WORKER'S COMPENSATION

YOUTH LINE

ZONING

*SEE REVERSE FOR LIST OF ISSUES DCA HANDLES.