



## CONSUMER RESOURCES

### ALCOHOL, TOBACCO & FIREARMS

#### [Alcohol and Tobacco Tax and Trade Bureau](#)

Market Compliance Office  
1310 G Street, NW, 4th Floor  
Washington, DC 20220  
202-927-8140 or toll free at 1-866-927-ALFD (2533)  
E-mail: [ttbquestions@ttb.treas.gov](mailto:ttbquestions@ttb.treas.gov)

### CHARITIES

#### [Federal Trade Commission](#)

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
Phone: 1-877-FTC-HELP (1-877-382-4357)  
TTY: 1-866-653-4261  
[Online complaint form](#)

### CIVIL RIGHTS

Airline Accessibility or Discrimination  
[Aviation Consumer Protection Division](#), C-75-D  
US Department of Transportation  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590  
[Downloadable form](#)

#### [Transportation Security Administration Office of Civil Rights and Liberties](#) (TSA-6)

External Compliance Division  
601 S. 12th Street  
Arlington, VA 22202  
Email: [TSA.OCR-ExternalCompliance@dhs.gov](mailto:TSA.OCR-ExternalCompliance@dhs.gov)  
Website: [TSA's Investigating and Resolving  
Complaints, Civil Rights and Civil Liberties](#)

Housing Discrimination  
[Department of Housing and Urban Development  
Fair Housing and Equal Opportunity](#)  
Room 5204  
451 Seventh Street, SW  
Washington, DC 20410-2000  
Phone: 1-800-669-9777  
[Online Complaint Form](#)  
[Complaint Form \[PDF\]](#)

Disabilities- Access Violations

#### [Access Board](#)

Office of Compliance and Enforcement  
1331 F Street, NW, Suite 1000  
Washington, DC 20004-1111  
Phone: 1-800-USA-ABLE (1-800-872-2253)  
Fax: 202-272-0081  
Email: [enforce@access-board.gov](mailto:enforce@access-board.gov)  
[Online complaint form](#)

### COMMUNICATIONS

#### [Federal Communications Commission Consumer & Governmental Affairs Bureau](#)

Consumer Complaints  
445 12th Street, SW  
Washington, DC 20554  
Phone: 1-888-CALL-FCC (1-888-225-5322)  
TTY: 1-888-TELL-FCC (1-888-835-5322)  
Fax: 1-866-418-0232  
Email: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)  
[Online complaint form](#)

#### [Federal Trade Commission](#)

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
Phone: 1-877-FTC-HELP (1-877-382-4357)  
TTY: 1-866-653-4261  
[Online complaint form](#)

#### **Do Not Call Complaints**

[Online complaint form](#)

### FINANCIAL INSTITUTIONS

#### **Credit Reporting Agencies**

[Federal Trade Commission](#)  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
Phone: 1-877-FTC-HELP (1-877-382-4357)  
TTY: 1-866-653-4261  
[Online complaint form](#)

## **Federal Credit Unions**

[National Credit Union Administration](#)

Phone: 1-800-755-1030

Email: [consumerassistance@ncua.gov](mailto:consumerassistance@ncua.gov)

## **Federal Savings and Loan**

[Office of Thrift Supervision](#)

Office of Consumer Programs

1700 G Street, NW

Washington, DC 20558

Phone: 1-800-842-6929

E-mail: [consumer.complaints@ots.treas.gov](mailto:consumer.complaints@ots.treas.gov)

## **Investments, Securities, Stocks, Brokers, and Traders**

[Securities and Exchange Commission](#)

100 F Street, NE

Washington, DC 20549-0213

Fax: 202-772-9295

[Online complaint form](#)

## **National Banks**

[Comptroller of the Currency](#)

[Customer Assistance Group](#)

1301 McKinney Street, Suite 3450

Houston, TX 77010-9050

Phone: 1-800-613-6743

Fax: (713) 336-4301

Email: [customer.assistance@occ.treas.gov](mailto:customer.assistance@occ.treas.gov)

[Complaint Form \[PDF\]](#)

## **State Chartered Banks**

[Federal Deposit Insurance Corporation](#)

Division of Supervision and Consumer Protection

Consumer Response Center

2345 Grand Boulevard, Suite100

Kansas City, MO 64108

Phone: 1-877-ASK-FDIC (1-877-275-3342)

TTY: 1-800-925-4618

Email: [consumeralerts@fdic.gov](mailto:consumeralerts@fdic.gov)

[Online complaint form](#)

## **All other Financial Institutions**

[Federal Reserve Board Consumer Help](#)

P.O.Box 1200

Minneapolis, MN 55480

Phone: 1-888-851-1920

TTY: (877) 766-8533

Fax: (877) 888-2520

Email: [ConsumerHelp@FederalReserve.gov](mailto:ConsumerHelp@FederalReserve.gov)

[Complaint form \[PDF\]](#)

[Online complaint form](#)

## **FOOD & HEALTH**

### **Animals - Adverse Drug Effects**

[U.S. Food and Drug Administration](#)

[Center for Veterinary Medicine](#)

[Adverse Drug Experience Reporting](#)

7500 Standish Place

Rockville, MD 20855-2773

Phone: 1-888-FDA-VETS

### **Meat and Poultry**

[Food Safety and Inspection Service](#)

Phone: 1-888-674-6854 (1-888-MPHotline)

FSIS doesn't respond via online forms or postal mail.

### **Medical Drugs and Products Sold Online**

[U.S. Food and Drug Administration](#)

Office of Regulatory Affairs

To report emails promoting medical products that you think are illegal, forward the email to

[webcomplaints@ora.fda.gov](mailto:webcomplaints@ora.fda.gov)

[Online complaint form](#)

### **Medicines, Drugs, Medical Devices, Biologics, Dietary Supplements and Cosmetics**

FDA Safety Information and [Adverse Event Reporting Program](#)

Office of the Commissioner

Office of Scientific and Medical Programs

5600 Fishers Lane, Room 12B05

Rockville, MD 20857

[Online complaint form](#)

### **Vaccines**

[Vaccine Adverse Event Reporting System](#)

PO Box 1100

Rockville, MD 20849-1100

Phone: 1-800-822-7967

Fax: 1-877-721-0366

[Online complaint form](#)

## **GOODS & SERVICES**

### **Consumer Products**

[Consumer Product Safety Commission](#)

Phone: 1-800-638-2772

TTY: 1-800-638-8270

[Online complaint form](#)

### **Identity Theft, Manufacturers, Deceptive and Unfair Trade Practices**

[Federal Trade Commission](#)

Consumer Response Center

600 Pennsylvania Avenue, NW

Washington, DC 20580

Phone: 1-877-FTC-HELP (1-877-382-4357)

TTY: 1-866-653-4261

[Online complaint form](#)

## **TRANSPORTATION**

### **Airline Service (not including safety or security)**

[Aviation Consumer Protection Division](#), C-75

U.S. Department of Transportation

1200 New Jersey Avenue, S.E.

Washington, DC 20590

Phone: 202-366-2220

TTY: 202-366-0511

[Online complaint form](#)

### **Automobiles - Vehicles, Tires, and Equipment**

[U.S. Department of Transportation](#)

[National Highway Traffic Safety Administration](#)

[Office of Defects Investigations/CRD](#)

NVS-216

1200 New Jersey Ave, SE

Washington, DC 20590

Phone: 1 (888) 327-4236

TTY: (800) 424-9153

Fax: (202)366-1767

[Online complaint form](#)

### **Automobile Dealers**

[Federal Trade Commission](#)

Consumer Response Center

600 Pennsylvania Avenue, NW

Washington, DC 20580

Phone: 1-877-FTC-HELP (1-877-382-4357)

TTY: 1-866-653-4261

[Online complaint form](#)

### **All Terrain Vehicles**

[Consumer Product Safety Commission](#)

Phone: 1-800-638-2772

TTY: 1-800-638-8270

[Online complaint form](#)

### **Retail stores (brick and mortar)**

[Federal Trade Commission](#)

Consumer Response Center

600 Pennsylvania Avenue, NW

Washington, DC 20580

Phone: 1-877-FTC-HELP (1-877-382-4357)

TTY: 1-866-653-4261

[Online complaint form](#)