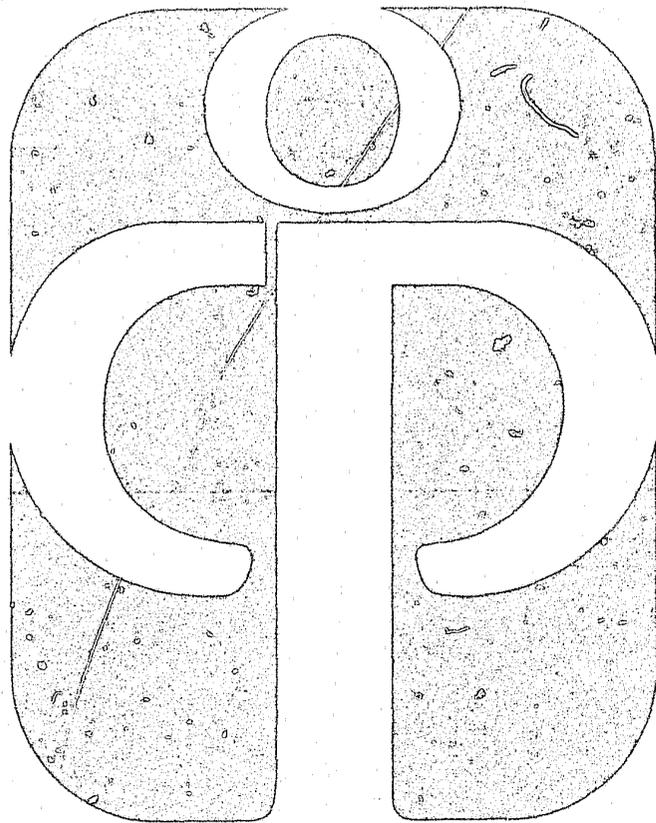


CONSUMER PROTECTION- WHERE IT'S AT

A
RESOURCE
AND
REFERRAL
DIRECTORY



53839

PREPARED BY THE WISCONSIN DEPARTMENT
OF JUSTICE, OFFICE OF CONSUMER PROTECTION

JAN 2 1973

FOREWORD

ACQUISITIONS

"CONSUMER PROTECTION - WHERE IT'S AT," has been compiled to assist Wisconsin consumer protection programs in referring complaints and inquiries to an appropriate state, federal or private agency. Although referral of complaints can never be totally eliminated, the conscientious use of this directory should significantly minimize the need for additional referrals. By doing so, consumer frustration can be reduced, while increasing the overall efficiency of every Wisconsin consumer protection program.

We wish to thank the many state agencies and consumer-related offices and organizations which provided the information used in compiling this directory. We will continue to seek their cooperation and support in bringing Wisconsin citizens closer in touch with the many consumer protection resources of the state.

We would like to especially thank the Consumer Federation of America and the Paul Douglas Research Center for their contribution to this directory.

"WHERE IT'S AT" was prepared under a grant awarded to the Department of Justice Office of Consumer Protection by the Wisconsin Council on Criminal Justice.

If persons using this directory have any questions, comments or suggestions for improvement, please direct them to:

Office of Consumer Protection
Department of Justice
114 East, State Capitol
Madison, WI 53702
Telephone 608/266-1852

Office of Consumer Protection
Department of Justice
Milwaukee State Office Bldg.
819 North 6th Street, Rm. 520
Milwaukee, WI 53203
Telephone 414/224-1867

HOW TO USE THIS DIRECTORY

WHERE IT'S AT -- HOW TO USE THIS DIRECTORY

SECTION I: WHERE IT'S AT -- WISCONSIN

Part One
Consumer Complaints By Subject

- Complaint areas are listed by subject along with a specific statutory reference, if applicable.
- Each complaint subject is followed by names or initials which indicate appropriate state or local agencies with an enforcement or regulatory interest.
- To match the abbreviated agency names with the appropriate referral agency, you simply look up the abbreviated appropriate agency name in the At-A-Glance Guide For Wisconsin Government Agency key. The address, telephone number and description for each agency follows in Part Two.

Part Two
Corresponding Wisconsin Government Agency Key

Wisconsin government enforcement or regulatory agencies are coded by number. Addresses, phone numbers, and specific consumer-related authority are included.

SECTION II: WHERE IT'S AT -- FEDERALLY

Key federal consumer offices which provide assistance or information are listed alphabetically by subject.

SECTION III: WHERE IT'S AT -- THE INDEPENDENTS

Specific resources of local, state and national level organizations and associations are listed.

This section is divided into four parts:

- 1) State and Local Organizations
- 2) National Organizations
- 3) Legal Services
- 4) Business resources

WHERE IT'S AT - WISCONSIN

SECTION I

WHERE IT'S AT - WISCONSIN

INTRODUCTION

Many complaints can be satisfactorily resolved by dealing directly with the merchant or by going through a local agency. However, there are numerous occasions when local agencies should contact another local agency or an appropriate state, federal or private agency for information or assistance.

Unfortunately, consumer complaints are often complicated and involve sophisticated schemes or are affected by several different areas of law. Therefore, it is frequently difficult for local complaint intake centers to determine who to contact for information or assistance.

The Department of Justice Office of Consumer Protection coordinates consumer protection law enforcement efforts throughout the state and maintains a consumer protection data bank for use by all state and local consumer protection and law enforcement officials. Consequently, consumer complaints in any of the categories listed in the resource guide can be referred to our office where they will be reviewed by our legal staff to determine whether a violation of the state consumer protection laws has occurred and what the most appropriate and expeditious method of handling the complaint would be.

In addition, many areas that generate substantial consumer complaints are not the subject of specific consumer protection laws administered or enforced by a state agency. These types of complaints are handled under the general consumer protection laws of Wisconsin which are administered and enforced by the Department of Justice Office of Consumer Protection and the Department of Agriculture, Trade and Consumer Protection. See, for example, secs. 100.18, 100.20, 165.25(1) and 823.02, Wis. Stats. These complaints can be forwarded to either office. A complaint involving state laws that cross the jurisdictional lines of several state agencies should be directed to the Wisconsin Department of Justice Office of Consumer Protection for appropriate handling.

Complaints may also fall within the jurisdiction of a federal agency, but unless the case has substantial interstate impact, the complaint is best handled initially at the state or local levels. Therefore, it is recommended that rather than directly refer these complaints to federal offices, they should be sent to the appropriate state or local agency for handling.

PART 1. Consumer Complaints By Subject

A

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

ACCOUNTANTS see LICENSING BOARDS

Statutory Reference
Chapter 442, Wis. Stats.

ADVERTISING see specific subject area
in question or DECEPTIVE
ADVERTISING, PRICE
COMPARISON ADVERTISING

AIRLINES JUSTICE-2
ATCP-2

ANIMAL FEED ATCP-5

Raw meat by-product only ATCP-4

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

A

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

ANIMALS, PETS JUSTICE-2
ATCP-2
MUNICIPAL

Veterinarians see LICENSING BOARDS

ANIMAL HEALTH ATCP-1

Statutory Reference
Chapter 95, Wis. Stats.

ANTI-TRUST JUSTICE-1
Includes price-fixing, bid-rigging D.A.
refusals to deal and divisions of the
market.

Statutory Reference
Chapter 133, Wis. Stats.

APARTMENTS JUSTICE-2
ATCP-2
see also LANDLORD/TENANT,
CONDOMINIUMS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

A

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

APPLIANCES JUSTICE-2
ATCP-2
MUNICIPAL

ARCHITECTS see LICENSING BOARDS

Statutory Reference
Chapter 443, Wis. Stats.

ATHLETICS see LICENSING BOARDS

Statutory Reference
Chapter 444, Wis. Stats.

ATTORNEYS SUPREME CT-1
Misconduct by attorneys or practicing
law without a license

Statutory Reference
Section 256.28-34, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

A

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

AUTO AUCTION DEALERS TRANSPORTATION-2

Statutory Reference
Section 218.01, Wis. Stats.

AUTOMOBILES see MOTOR VEHICLES

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

B

SUBJECT

AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

BANKS BANKING

Financial Crimes BANKING
JUSTICE-5

Violations of the Wisconsin
Consumer Act BANKING
JUSTICE-2

Statutory Reference
Chapters 421-427, Wis. Stats.

Regulation of state banks BANKING

Statutory Reference
Chapters 220-224, Wis. Stats.

BARBERS see LICENSING BOARDS

Statutory Reference
Chapter 158, Wis. Stats.

BASEMENT WATERPROOFING JUSTICE-2 } Prosecution
D.A. }
ATCP-2 } Investigation
F&S }

Statutory Reference
Chapter Ag 133, Wis. Adm. Code
Sections 100.20, 100.24,
100.26, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

B

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

BEAUTY PRODUCTS & SERVICES JUSTICE-2
ATCP-2
see also LICENSING BOARDS/
COSMETOLOGY

BENEFITS, PUBLIC N.H. OMBUDSMAN

BICYCLES JUSTICE-2
ATCP-2

BID-RIGGING see ANTI-TRUST

BINGO see LICENSING BOARDS

Statutory Reference
Chapter 163, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

B

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

BLIND H&SS-3

BOOK CLUBS JUSTICE-2
ATCP-2

BOOKS & MAGAZINES JUSTICE-2
ATCP-2
see also HOME SOLICITATION
SELLING

BROKERS see SECURITIES
Real estate brokers see LICENSING BOARDS

BUILDERS JUSTICE-2
ATCP-2
DILHR-1&5
MUNICIPAL
see also HOME IMPROVEMENT
& REPAIR

Misrepresentation JUSTICE-2
D.A.
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

B

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

Building Standards DILHR-1&5
MUNICIPAL

BURGLAR ALARMS JUSTICE-2
ATCP-2

BUSINESS

Development of DBD-1

Minority business DBD-5

Small business DBD-4

BUSINESS OPPORTUNITY SCHEMES JUSTICE-2
ATCP-2
see also EMPLOYMENT, FRANCHISES,
SECURITIES

BUSINESS SCHOOLS see SCHOOLS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

B

SUBJECT

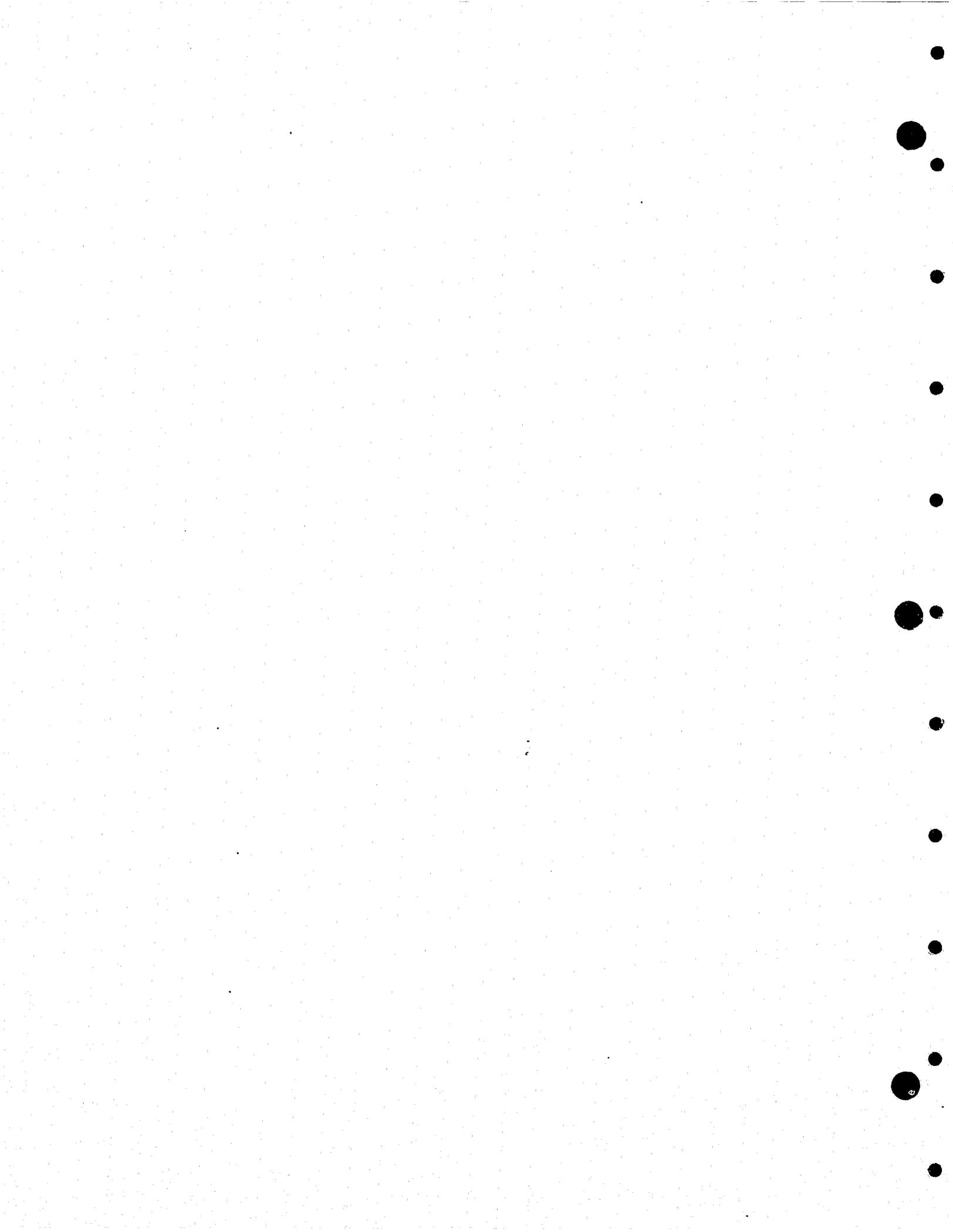
AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

BUYERS CLUBS JUSTICE-2
Contract requirements, sales presen- ATCP-2
tations, cancellation provisions,
bonding requirement

Statutory Reference
Chapter 136, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



C

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

CANCEL, RIGHT TO BANKING
JUSTICE-2
Statutory Reference
Sections 423.201-205
Chapter 136, Wis. Stats.

CAMPGROUNDS H&SS-12
see also GENERAL COMPLAINTS

Memberships in SECURITIES
Statutory Reference
Section SEC 1.02(6)(b)

CARS see MOTOR VEHICLES

CHAIN DISTRIBUTORSHIPS JUSTICE-2 } Prosecution
D.A. }
ATCP-2 } Investigation
P&S }

Statutory Reference
Chapter Ag 122, Wis. Adm. Code
Sections 100.20, 100.24,
100.26, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

C

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

CHARITABLE SOLICITATIONS JUSTICE-2
Legitimacy of organizations, REG&LIC-2
soliciting techniques, actual
percentage to cause, one organization
soliciting on behalf of other(s)

Statutory Reference

Sections 100.18(4), 440.41, Wis. Stats.

CHILD SUPPORT H&SS-5

CHIROPRACTORS see LICENSING BOARDS

Statutory Reference

Chapter 446, Wis. Stats.

CITY ORDINANCES C.A.
Local crimes, civil ordinance
violations

CLOTHING & JEWELRY JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

C

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

COLLECTION AGENCIES see COLLECTION PRACTICES

COLLECTION PRACTICES BANKING
Creditor remedies, collection JUSTICE-2
practices, other regulations under
Wisconsin Consumer Act and Collection
Agency Law

Statutory Reference
Chapter 427, Wis. Stats.
Section 218.04, Wis. Stats.

COMPUTER DATING SERVICES JUSTICE-2
ATCP-2

CONDOMINIUMS JUSTICE-2
SECURITIES

Statutory Reference
Chapter 703, Wis. Stats.
Sections 165.21, 823.02, Wis. Stats.
Section SEC 1.02(6)(a), Wis. Adm. Code

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

C

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

CONSUMER ACT see CREDIT

CONSUMER EDUCATION DPI

Statutory Reference

Section 118.01(11), Wis. Stats.

CONTESTS see LOTTERIES & CONTESTS

CONTRACTS see CANCEL-RIGHT TO,
CREDIT, UNFAIR BUSINESS
PRACTICES

CONTRACTORS/CONSTRUCTION see HOME IMPROVEMENT
& REPAIR

COOKWARE JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

C

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

COOLING-OFF PERIOD see CANCEL, RIGHT TO

CORPORATE CHARTER OR AUTHORITY,
ANNULMENT OF JUSTICE-2
Authority to seek the annulment or
revocation of corporations for fraudulent
concealment or substantial and wilfull
violations of unfair business practice
orders

Statutory Reference
Sections 100.24, 286.35, 286.37
Wis. Stats.

CORRESPONDENCE SCHOOLS VTAE-1
Approval for schools and courses of
instruction of private, trade, business
and technical schools. Also, approval
for veterans' assistance qualification
JUSTICE-2

Statutory Reference
Section 38.51, Wis. Stats.
Section 823.02, Wis. Stats.
Chapter EAB 1-7, Wis. Adm. Code

COSMETICS JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

C

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

COSMETOLOGISTS see LICENSING BOARDS

Statutory Reference
Chapter 159, Wis. Stats.

<u>COUPON BOOK PROMOTIONS</u>	JUSTICE-2 } Prosecution
	D.A. }
<u>Statutory Reference</u>	ATCP-2 } Investigation
Chapter Ag 131, Wis. Adm. Code	P&S }
Sections 100.20, 100.24,	
100.26, Wis. Stats.	

COURTS see JUDGES

<u>CREDIT</u>	BANKING
Contract disclosure requirements,	JUSTICE-2
finance charges, three-day cooling-	
off period, limits on contracts and	
creditor practices, limitations on	
creditors' remedies, prohibited debt	
collection practices, deceptive	
or unconscionable conduct, and	
leasing of consumer goods	

Statutory Reference
Chapters 421-428, Wis. Stats.
Sections 138.09, 138.20, Wis. Stats.
15 USC 1601

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

C

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

Discrimination due to race, creed,
 color, sex or marital status BANKING
 JUSTICE-2
 D.A.

Statutory Reference:
 Sections 138.40, 426.108, 823.02,
 Wis. Stats.
 Sec. BKG 80.85, Wis. Adm. Code

CREDIT CARDS see CREDIT

CREDIT LIFE, HEALTH & DISABILITY
INSURANCE INSURANCE
 BANKING
 JUSTICE-2

Statutory Reference
 Chapter 424, Wis. Stats.

CREDIT RATING & REPORTING JUSTICE-2
BANKING

CREDIT UNIONS C.U.
Regulation of credit unions

Statutory Reference
Chapter 186, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

C

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

CRIMES P&S
D.A.
JUSTICE-5
see also CITY ORDINANCES,
FRAUD

Statutory Reference
See generally Chapters 939-949,
Wis. Stats.

CURRENCY EXCHANGES BANKING
JUSTICE-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

D

SUBJECT

AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

DAIRY PRODUCTS see FOOD

DANCE STUDIOS JUSTICE-2
ATCP-2

DATING SERVICES & SOCIAL CLUBS JUSTICE-2
ATCP-2

DAY CARE H&SS-4

DEALERSHIPS

Unfair termination of JUSTICE-2
TRANSPORTATION

Statutory Reference

Chapter 135, Wis. Stats.
Sections 165.25(1), 218.01, 823.02,
Wis. Stats.

Investments in SECURITIES
JUSTICE-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

D

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

DEBT COLLECTION see COLLECTION PRACTICES

DECEPTIVE ADVERTISING JUSTICE-2
Deceptive, misleading, or untrue D.A.
statements of any kind to the public ATCP-2
in a commercial setting, no matter
how they are made. Examples include
bait and switch advertising, low-ball
advertising, free gift come-ons and
deceptive pricing

Statutory Reference

Sections 100.18, 423.301, Wis. Stats.
(Several additional statutes prohibit
deceptive advertising in specific
areas.)

DEFECTIVE MERCHANDISE JUSTICE-2
ATCP-2

DENTISTS & DENTISTRY see LICENSING BOARDS

Statutory Reference

Chapter 447, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

D

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

DETECTIVES, PRIVATE REG&LIC-2

Statutory Reference
Sections 440.26, Wis. Stats.

DIETS JUSTICE-2
ATCP-2
see also HEALTH SPAS

DISCRIMINATION

Credit see CREDIT

Employment DILHR-2
MUNICIPAL

DISTRIBUTORSHIPS

Investments in SECURITIES
JUSTICE-2

DOCTORS see LICENSING BOARDS/
MEDICAL

Statutory Reference
Chapter 448, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

D

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

DOOR-TO-DOOR SELLING see HOME SOLICITATION
SELLING

DRIVEWAY REPAIRS see HOME IMPROVEMENT
& REPAIR

DRIVING SCHOOLS TRANSPORTATION-3

Statutory Reference

Section 343.62, Wis. Stats.

Chapter MVD 19, Wis. Adm. Code

DRY CLEANING JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

E

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

EDUCATION VTAE
DPI
see also CORRESPONDENCE
SCHOOLS

Adult see SCHOOLS

ELECTRICITY see ENERGY, UTILITIES

ELDERLY

Housing see HOUSING
Nutrition H&SS-1
Transportation H&SS-6

EMBALMERS see LICENSING BOARDS

Statutory Reference
Chapter 156, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

E

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

EMPLOYMENT C.A.
Equal rights, discrimination, wage DILHR-2&6
claims, equal opportunity, worker's
compensation and employment agency
problems

Statutory Reference
Chapters 101, 103, Wis. Stats.

Deceptive offers of JUSTICE-2 } Prosecution
D.A. }
Statutory Reference ATCP-2 } Investigation
Chapter Ag 116, Wis. Adm. Code P&S }
Sections 100.20, 100.24, 100.26,
Wis. Stats.

ENERGY see also INSULATION,
UTILITIES

Adulteration of fuel & gasoline DILHR-4

Advertising & selling practices see DECEPTIVE ADVERTISING,
(includes energy savings claims) UNFAIR BUSINESS
PRACTICES

Alternative sources PSC-1, OSPE

Building codes related to conservation. OSPE

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

E

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

Conservation/Shortages OSPE

Energy audits OSPE

Energy information, state & county
level OSPE

Energy prices, now & projected OSPE

Fuel

Distribution methods & practices ATCP-6

Statutory Reference

Section 100.19, Wis. Stats.

Emergency fuel allocation OSPE

DLAD

Fuel & energy bills DLAD

(aid in arrearred payments)

Grants and other energy related funds . OSPE

Solar rights, equipment standards,
tax info; installers & manufacturers. OSPE

Weatherization OSPE

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

E

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

ENGINEERS, PROFESSIONAL see LICENSING BOARDS

Statutory Reference
Chapter 443, Wis. Stats.

ENVIRONMENT DNR
JUSTICE-4
MUNICIPAL
Statutory Reference
Chapters 30, 31, 144, 147, Wis. Stats.
Section 1.11, Wis. Stats.

EQUAL RIGHTS see EMPLOYMENT

EYE GLASSES see LICENSING BOARDS/
OPTOMETRY

Statutory Reference
Chapter 449, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

F

SUBJECT

AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

FABRIC JUSTICE-2
ATCP-2
Flammability see PRODUCT SAFETY

FERTILIZER ATCP-5

FIGURE SALONS JUSTICE-2
ATCP-2
see also HEALTH SPAS

FINANCE COMPANIES see CREDIT, COLLECTION
PRACTICES

Statutory Reference
Sections 138.09, 218.01
Chapters 421-427, Wis. Stats.

FIRE & BURGLAR ALARMS JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

F

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

FITNESS/DIET PRODUCTS JUSTICE-2
ATCP-2
see also HEALTH SPAS

FLAMMABILITY see PRODUCT SAFETY

FLIGHT (PILOT) SCHOOLS see SCHOOLS

FOOD

Advertising and selling practices see DECEPTIVE
ADVERTISING,
UNFAIR BUSINESS
PRACTICES

Adulteration, inspection, standards
or additives ATCP-3

Statutory Reference
Chapter 97, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

F

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

FORESTRY DNR

FRANCHISES SECURITIES
 Franchise Investment Law regulates the offer and/or sale of any franchise whether or not exempt from registration requirements. Establishes advertising standards; permits rule-making. Provides for investigation and prosecution of fraudulent and/or deceptive franchise offers/sales and nonregistration offenses

Statutory Reference
 Chapter 553, Wis. Stats.

FRAUD JUSTICE-2, 3&5
 D.A.
Statutory Reference
 Sections 100.18, 289.02(5),
 943.20, Wis. Stats.

P&S
 ATCP-2

FREEZER MEAT & FOOD SERVICE PLANS JUSTICE-2 } Prosecution
 D.A. }
Statutory Reference
 Chapter Ag 109, Wis. Adm. Code ATCP-2 } Investigation
 Sections 100.20, 100.24, 100.26, P&S }
 Wis. Stats. see also BUYERS CLUBS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

F

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

FUEL see ENERGY, UTILITIES
& INSULATION

FUNERALS see LICENSING BOARDS

Statutory Reference
Chapter 156, Wis. Stats.

FURNACES see ENERGY, HOME
IMPROVEMENT & REPAIR

FURNITURE JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

G

SUBJECT

AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

GAMBLING see LOTTERIES & CONTESTS

GARAGES see MOTOR VEHICLES/REPAIRS,
HOME IMPROVEMENT & REPAIR

GASOLINE see ENERGY

GENERAL COMPLAINTS JUSTICE-2
ATCP-2

These subject areas are not specifically regulated by Wisconsin law. However, a general complaint may fall under one or more state or municipal laws. For example, a complaint regarding "Books/Magazines" may involve a law dealing with false advertising, charitable solicitations, unfair trade practices, right to cancel, consumer credit, home solicitation selling, unsolicited merchandise, and/or municipal transient merchant regulations. Thus, the complaint could be directed to a number of different agencies depending upon the circumstances involved. A complaint involving state laws that cross the jurisdictional lines of several state agencies should be directed to the Wisconsin Department of Justice Office of Consumer Protection for legal review and appropriate handling.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

G

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

GOVERNMENT ASSISTANCE, LOCAL
PROGRAMS DLAD

GROUP HOMES H&SS-2

GUARANTEES see WARRANTIES

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

H

SUBJECT

AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

HAZARDOUS SUBSTANCES see PRODUCT SAFETY

Emergencies caused by hazardous
substances, e.g. oil spills,
chemical leaks, etc. DLAD

HEALTH INSURANCE see INSURANCE

HEALTH SERVICES, IN THE HOME N.H.OMBUDSMAN

HEALTH SPAS JUSTICE-2

Advertising, sales presentations,
contract disclosures and requirements,
cancellation rights

Statutory Reference
Section 134.70, Wis. Stats.

HEALTH STATISTICS H&SS-9

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

SUBJECT

HEARING AIDS see LICENSING BOARDS

Statutory Reference
Chapter 459, Wis. Stats.

HOLDER-IN-DUE COURSE see CREDIT

Statutory Reference
Sections 422.406-409, Wis. Stats.

HOME CONSTRUCTION & SALES JUSTICE-2
ATCP-2

HOME FURNISHINGS & FURNITURE JUSTICE-2
ATCP-2

HOME IMPROVEMENT AND REPAIR JUSTICE-2 } Prosecution
D.A. }
ATCP-2 } Investigation
P&S }
see also CREDIT

Statutory Reference
Chapters Ag 110, 133, Wis. Adm. Code
Sections 100.20, 100.24, 100.26,
Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

H

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

<u>HOME SOLICITATION SELLING</u>	JUSTICE-2	} Prosecution
Deceptive practices, deceptive come-ons, free gift offers, referral selling, contract terms, unsolicited merchandise, pressure selling.	C.A. D.A. ATCP-2 P&S	
		} Investigation

Statutory Reference
 Chapters Ag 121, 127, Wis. Adm. Code
 Sections 100.20, 100.24, 100.26,
 Wis. Stats.

Three-day right to cancel BANKING
 JUSTICE-2

Statutory Reference
 Sections 423.201-205, Wis. Stats.

HOSPITALS & HEALTH CARE FACILITIES H&SS-11
 see also GENERAL COMPLAINTS

HOTELS, MOTELS, RESORTS &
 CAMPGROUNDS H&SS-10&12
 see also GENERAL COMPLAINTS

HOUSING JUSTICE-2
 ATCP-2
 DILHR-1
 see also BUILDERS, CONDOMINIUMS,
 LANDLORD/TENANT

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

H

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

Elderly H&SS-1

HOUSING & RELOCATION DLAD

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

I

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

INSULATION

Conservation plans OSPE

Winterization program, includes DLAD
conservation counseling and
weatherization supplies

Home Energy Audits OSPE
PSC-1

Deceptive or fraudulent sales JUSTICE-2
practices, misrepresentation, ATCP-2
general complaints

Statutory Reference
Sections 100.18, 100.20, Wis. Stats.

Insulation materials
building code standards DILHR-5
quality control ATCP-2
DILHR-5

Home Improvement Tax Credit REVENUE

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

I

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

INSURANCE INSURANCE
see also CREDIT INSURANCE
Regulation and definition of insurance
practices which would constitute
unfair methods of competition or
unfair and deceptive acts or practices

Statutory Reference
Chapters 201-207, 600-655,
Wis. Stats.

INSURANCE FRAUD & CODE VIOLATIONS INSURANCE
JUSTICE-1,2&5

INVENTION SERVICES JUSTICE-2
ATCP-2

INVESTMENTS see SECURITIES

INTEREST CHARGES, EXCESSIVE see USURY, CREDIT

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

J

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

JEWELRY JUSTICE-2
ATCP-2

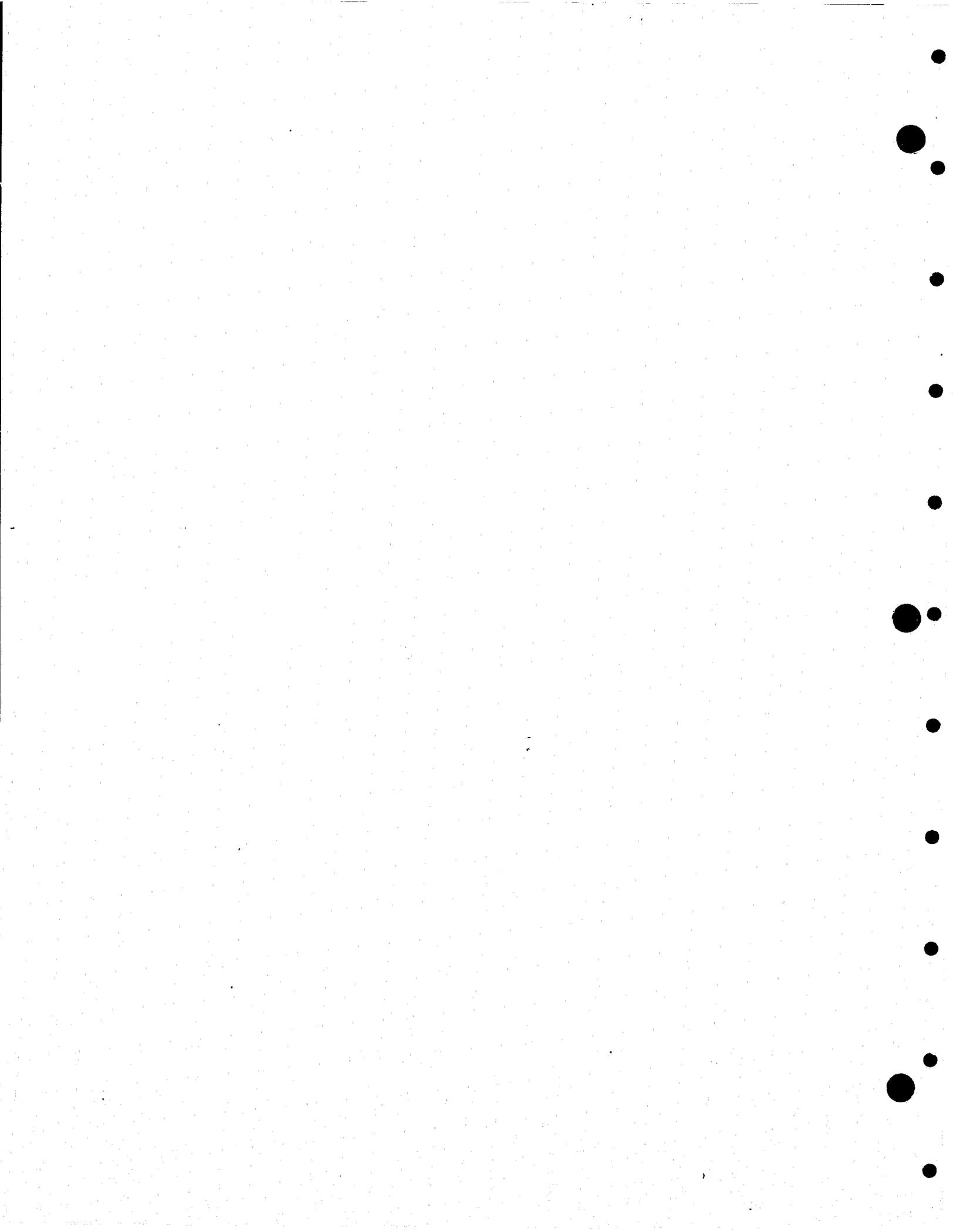
JUDGES, MISCONDUCT OF SUPREME CT-2

JUNK DEALERS see SALVAGE DEALERS

JUNK PHONE CALLS see UNSOLICITED
TELEPHONE CALLS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



K

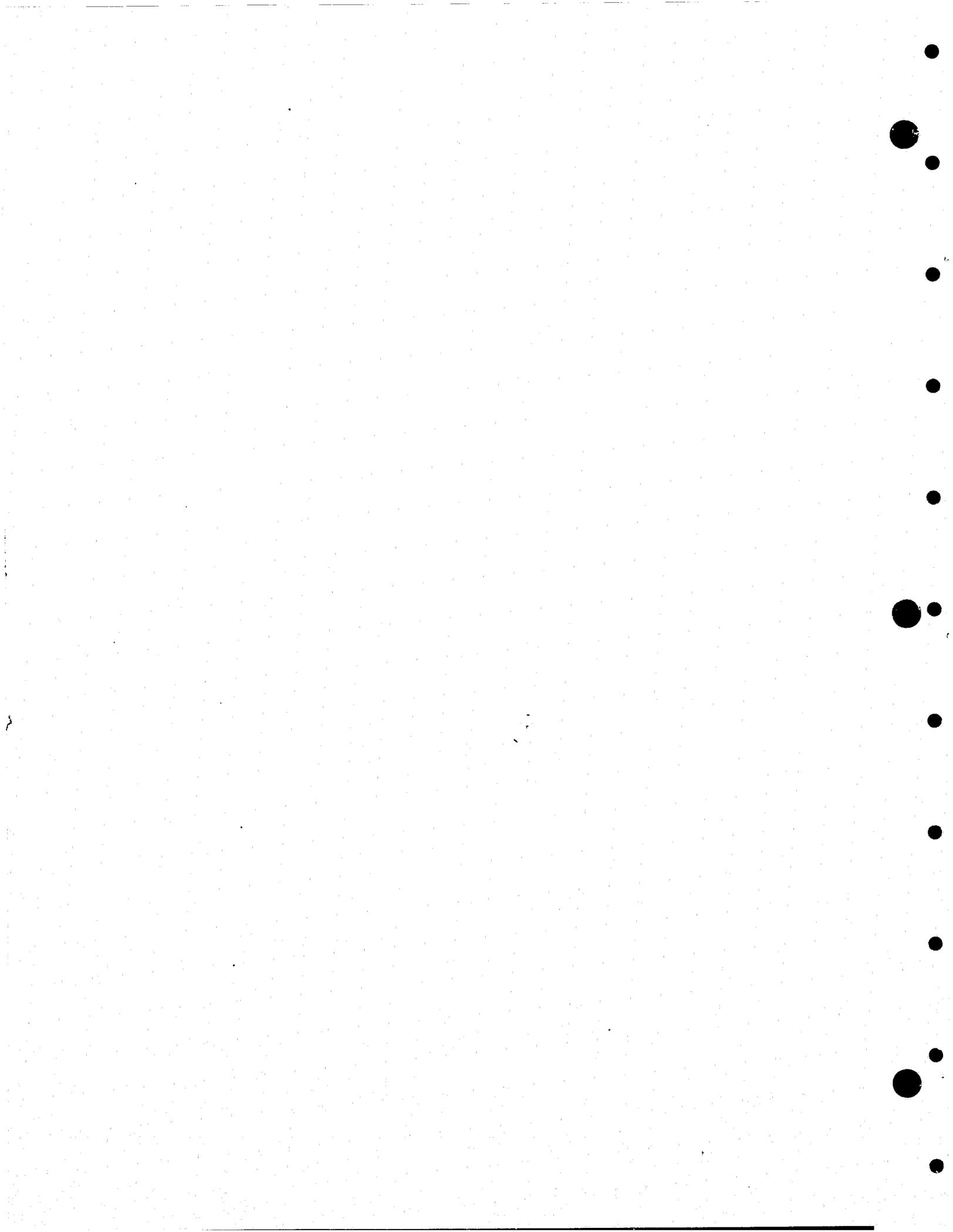
SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

KITCHENWARE JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



L

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

LABELS JUSTICE-2
ATCP-2
see also FABRIC, FOOD

LANDLORD/TENANT JUSTICE-2
ATCP-2
C.A.
MUNICIPAL
Statutory Reference
Chapter 704, Wis. Stats.
Sections 100.20, 165.25(1),
823.02, Wis. Stats.

LAND SALES & DEVELOPMENT JUSTICE-2
ATCP-2

LANDSCAPING see HOME IMPROVEMENT
& REPAIR

LAND SURVEYORS see LICENSING BOARDS
Statutory Reference
Chapter 443, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

L

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

LAUNDRY/DRY CLEANERS JUSTICE-2
ATCP-2

LAWYERS see ATTORNEYS

Statutory Reference
Section 256.28, Wis. Stats.

LAYAWAY JUSTICE-2
ATCP-2

LEASES JUSTICE-2
ATCP-2
Goods, merchandise see CREDIT
Housing see LANDLORD/TENANT
Motor vehicles see MOTOR VEHICLES

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

L

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

LICENSING BOARDS REG&LIC-1&2

Examining Boards:

Accounting
Architects, Professional
Engineers, Designers &
Land Surveyors
Athletic
Barbers
Bingo Control Board
Chiropractic
Cosmetology
Dentistry
Dental Hygienists
Funeral Directors
& Embalmers
Hearing Aid Dealers &
Fitters
Medical:
Physicians
Physicians' Assistants
Physical Therapist
Podiatrists
Nurses, Board of
Nursing Home Administrators
Optometry
Pharmacy
Psychology
Real Estate
Veterinary
Watchmaking

Statutory Reference
Chapters 440-459, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

L

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

LIENS

Construction JUSTICE-2
ATCP-2

Statutory Reference
Section 289.41-48, Wis. Stats.

Mechanics JUSTICE-2

Statutory Reference
Section 289.02, Wis. Stats.

LIFE INSURANCE see INSURANCE

LIGHT see UTILITIES

LIME (AGRICULTURAL) ATCP-5

LIVESTOCK REMEDIES ATCP-5

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

L

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

LOAN COMPANIES see CREDIT, COLLECTION
PRACTICES

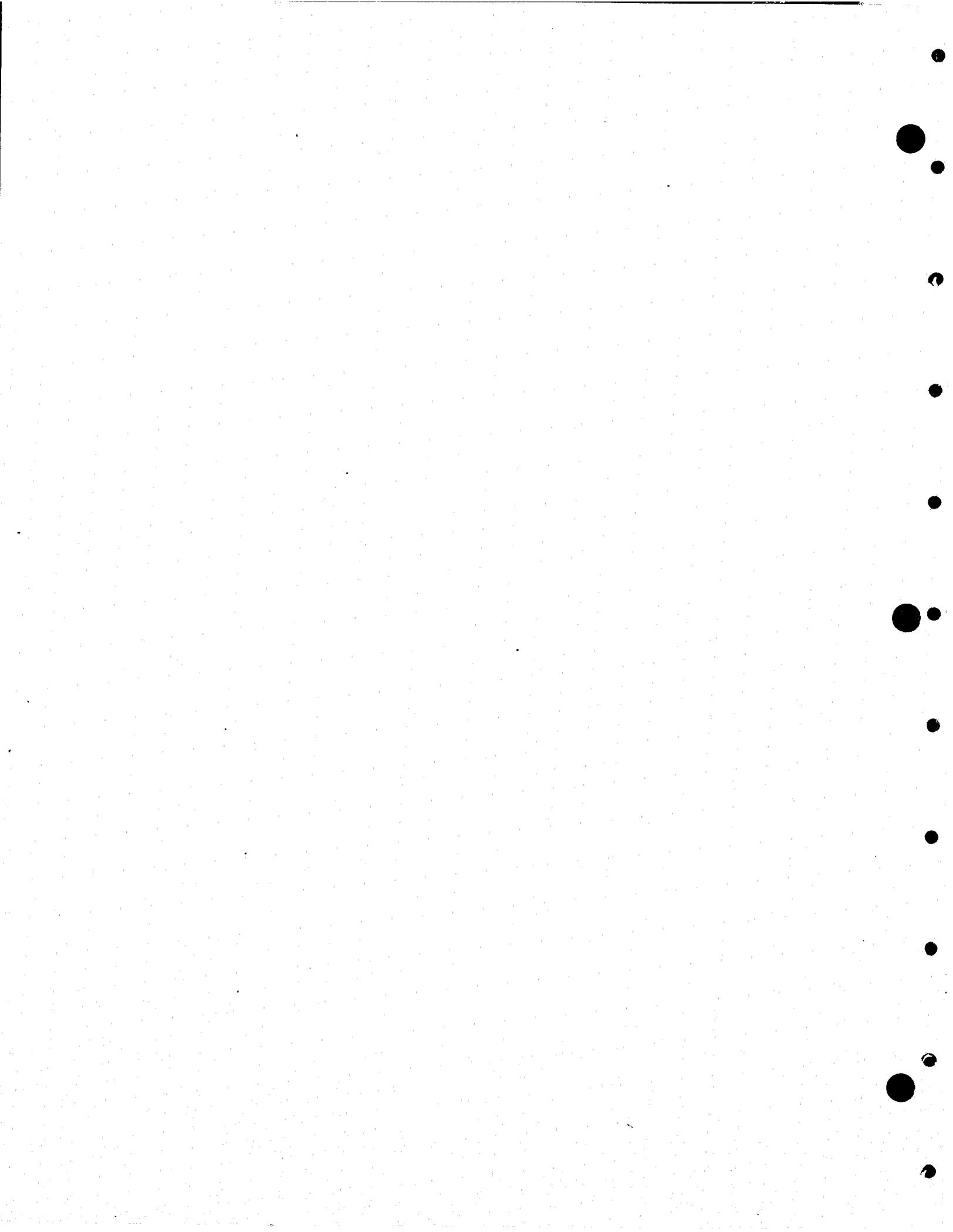
LONG-TERM CARE FACILITIES H&SS-2&11

LOTTERIES & CONTESTS D.A.
Legality of contests or lotteries, JUSTICE-1
statutory regulation and enforce-
ment of violations

Statutory Reference
Sections 823.02, 945.01, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



M

SUBJECT

AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

MAGAZINES JUSTICE-2
ATCP-2

MAIL ORDER JUSTICE-2
ATCP-2

Cash transactions JUSTICE-2
ATCP-2

Credit see CREDIT

Unsolicited merchandise see UNSOLICITED
MERCHANDISE

Right to cancel see HOME SOLICITATION SELLING

MEAT & POULTRY

Inspection, labeling & processing ... ATCP-4

MEDICAL ASSISTANCE N.H. OMBUDSMAN
H&SS-8

MEDICAL-HEALTH PRODUCTS JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

M

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

MEDICAL INSURANCE see INSURANCE

Medicaid fraud JUSTICE-3

MINIMUM MARK UP D.A.
ATCP-6

Statutory Reference
Chapter 130, Wis. Stats.

MOBILE HOMES DILHR-3
Enforcement and inspection authority JUSTICE-2
over mobile home construction standards.
Concerns of mobile home occupants on
construction and warranty problems

Statutory Reference
Sections 218.14-18, 823.02, Wis. Stats.

Dealer licensing TRANSPORTATION-2

Financing BANKING

Statutory Reference
Section 218.10, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

M

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

Health conditions of mobile home
problems H&SS-12

Statutory Reference
Chapter H 77, Wis. Adm. Code

Park Operators JUSTICE-2 } Prosecution
D.A. }
Statutory Reference ATCP-2 } Investigation
Chapter Ag 125, Wis. Adm. Code P&S }
Sections 100.20, 100.24, 100.26
Wis. Stats.

Sales, new & used TRANSPORTATION-2

Statutory Reference
Section 218.11, Wis. Stats.

MOTELS H&SS-10
see also GENERAL COMPLAINTS

MOTOR VEHICLES
Accessories, Rental/Lease, Safety, JUSTICE-2
Tires ATCP-2

Financing BANKING
JUSTICE-2
Statutory Reference see also CREDIT
Section 218.01, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

M

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

Insurance see INSURANCE

New and used car sales, defects, TRANSPORTATION-2
odometer tampering, dealer JUSTICE-2
licensing, warranties

Statutory Reference

Chapters MVD 1, 24, Wis. Adm. Code
Section 218.01, Wis. Stats.
Chapters 342, 347, Wis. Stats.
15 USC 1981-1991

Repairs JUSTICE-2 } Prosecution
D.A. }
Statutory Reference ATCP-2 } Investigation
Chapter Ag 132, Wis. Adm. Code P&S }
Sections 100.20, 100.24, 100.26
Wis. Stats.

MOVING AND STORAGE

Intra-state moving TRANSPORTATION-4
Storage ATCP-6
Unfair or deceptive practices JUSTICE-2
ATCP-6

Statutory Reference

Chapter Ag 100.13, Wis. Stats.
Chapters 190-195, Wis. Stats.

MUNICIPAL ORDINANCES C.A.
MUNICIPAL

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

N

SUBJECT AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

NATURAL GAS see UTILITIES

NATURAL RESOURCES DNR
JUSTICE-4

NEGATIVE OPTION JUSTICE-2
ATCP-2

NON-DELIVERY OF GOODS JUSTICE-2
ATCP-2

NURSERY STOCK (LANDSCAPE) ATCP-5

NURSES see LICENSING BOARDS

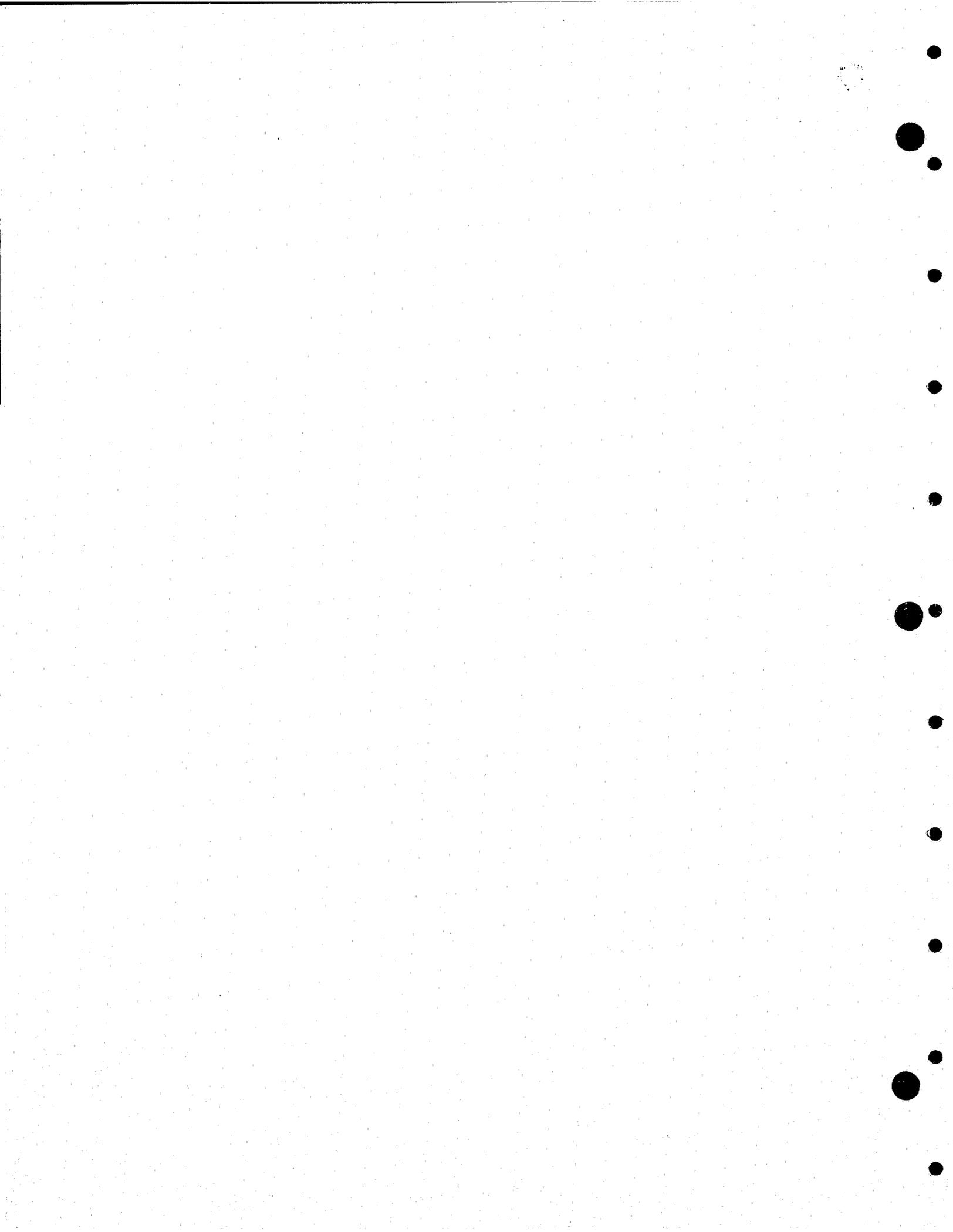
Statutory Reference
Chapter 441, Wis. Stats.

NURSING HOMES H&SS-11
N.H. OMBUDSMAN

Administrators see LICENSING BOARDS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

OBEDIENCE SCHOOLS, ANIMALS JUSTICE-2
ATCP-2

ODOMETERS TRANSPORTATION-2
JUSTICE-2
see also MOTOR VEHICLES

Statutory Reference
Chapters 342, 347, Wis. Stats.
Chapter MVD 24, Wis. Adm. Code
15 U.S.C. 1981-1991

OFFICE EQUIPMENT AND SUPPLIES JUSTICE-2
ATCP-2

OIL AND GAS see ENERGY

Investments in oil wells or
drilling venture see SECURITIES

OMBUDSMAN DBD-4
N.H. OMBUDSMAN

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

0

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

OPTOMETRISTS see LICENSING BOARDS

Statutory Reference
Chapter 449, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

P

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

PAWNBROKERS JUSTICE-2
C.A.

Statutory Reference
Sec. 138.10, Wis. Stats.

PEDDLERS C.A.
P&S
MUNICIPAL
see also HOME SOLICITATION
SELLING

PESTICIDES ATCP-5

PET FOOD

Raw meat by-product only ATCP-4
Processed (canned or dried) ATCP-5

PETROLEUM PRODUCTS see ENERGY

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

P

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

PET SHOPS JUSTICE-2
ATCP-2

PHARMACY/PHARMACEUTICALS see LICENSING BOARDS

Statutory Reference
Chapter 450, Wis. Stats.

PHOTOGRAPHY/PHOTOGRAPHIC EQUIPMENT JUSTICE-2
ATCP-2

PHYSICAL FITNESS CENTERS JUSTICE-2

Statutory Reference
Section 134.70, Wis. Stats.

PHYSICAL THERAPISTS see LICENSING BOARDS

Statutory Reference
Chapter 448, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

P

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

PHYSICIANS see LICENSING BOARDS

Statutory Reference
Chapter 448, Wis. Stats.

PLANTS ATCP-5

PLAT REVIEW H&SS-12
DLAD
DNR

PLUMBERS/PLUMBING H&SS-13

PODIATRISTS see LICENSING BOARDS

Statutory Reference
Chapter 448, Wis. Stats.

POISONS see HAZARDOUS SUBSTANCES

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

P

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

POLLUTION

Air & water DNR
JUSTICE-4
MUNICIPAL

Statutory Reference
Chapters 30, 31, 144, 147, Wis. Stats.
Section 1.11, Wis. Stats.

POULTRY see MEAT & POULTRY

PRICE COMPARISON ADVERTISING JUSTICE-2 } Prosecution
D.A. }
ATCP-2 } Investigation
P&S }
Statutory Reference
Chapter Ag 124, Wis. Adm. Code
Sections 100.02, 100.24, 100.26,
Wis. Stats.

PRICE-FIXING JUSTICE-1
see also ANTI-TRUST
Statutory Reference
Chapter 133, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

P

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

PRIVATE SCHOOLS VTAE-1, see also SCHOOLS

PRODUCT SAFETY

Toys, hazardous substances, ATCP-2
flammable fabrics, electrical DLAD
safety, etc.

Statutory Reference:

Sections 100.37, 100.41, 100.42,
100.43, Wis. Stats.

Advertising or selling practices see DECEPTIVE ADVERTISING,
UNFAIR BUSINESS PRACTICES

Auto Safety TRANSPORTATION-2
JUSTICE-2

Statutory Reference

Chapter MVD 5 & 24, Wis. Adm. Code
Sections 165.25(1), 218.01,
823.02, Wis. Stats.

PSYCHOLOGISTS, see LICENSING BOARDS

Statutory Reference

Chapter 455, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

P

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

PUBLIC LAW VIOLATIONS JUSTICE-2

Open and continuous violations of any public law, prosecute any matter in which the state or the people may be in any way interested

Statutory Reference

Sections 165.25, 823.02, Wis. Stats.

PUBLIC UTILITIES see UTILITIES

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

Q

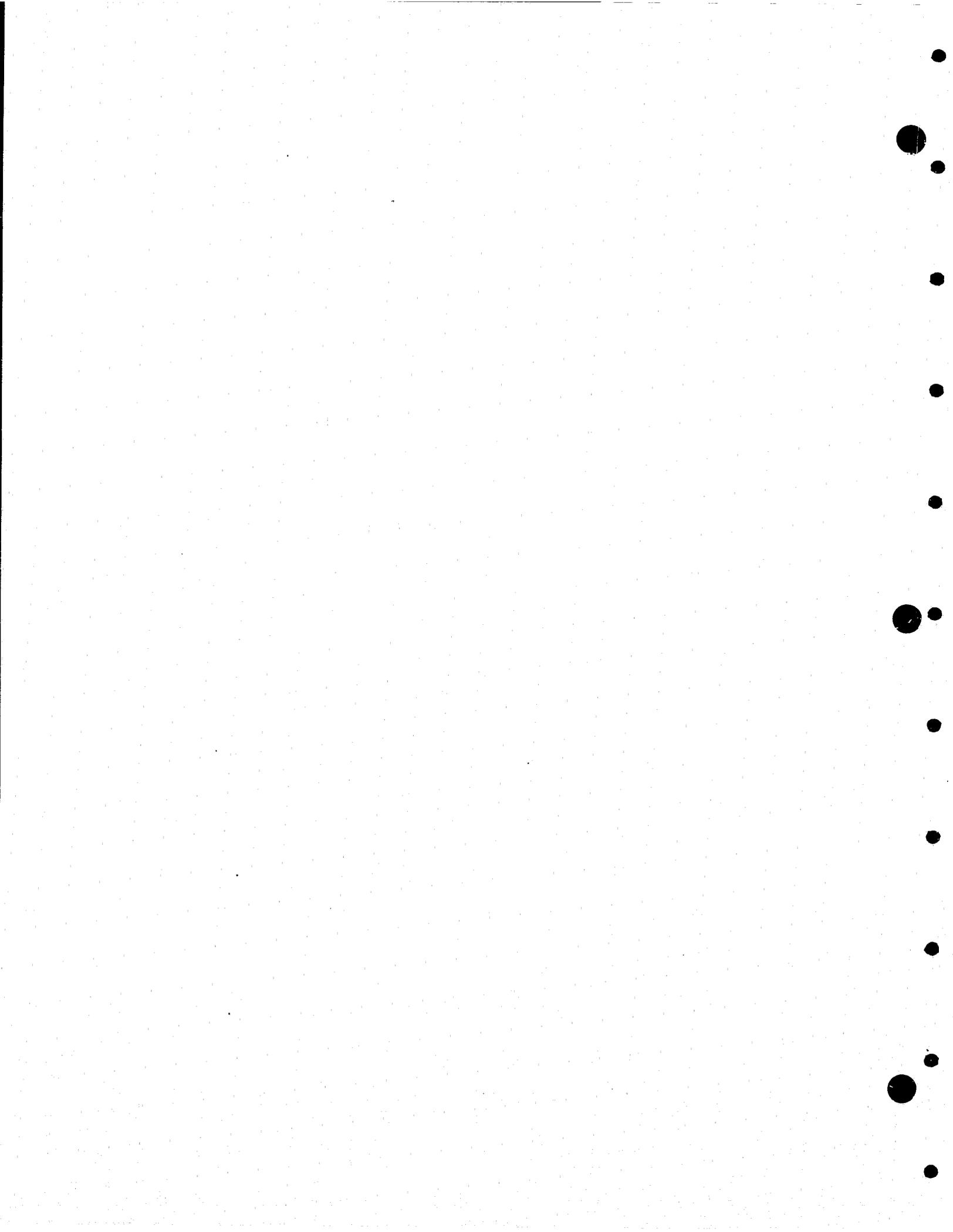
SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

QUACKERY JUSTICE-2
ATCP-2
see also LICENSING BOARDS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



R

AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

SUBJECT

RADIO JUSTICE-2
ATCP-2

RAFFLES see LICENSING BOARDS/
BINGO CONTROL BOARD

RAILROADS TRANSPORTATION-4
see also GENERAL COMPLAINTS

Statutory Reference
Chapter 192, Wis. Stats.

REAL ESTATE
Advertising JUSTICE-2
ATCP-2

Statutory Reference
Section 100.18, Chapter Ag 114,
Wis. Adm. Code

Loans BANKING
JUSTICE-2

Statutory Reference
Chapter 428, Wis. Stats.

Sales Practices see LICENSING BOARDS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

R

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

RECORDS & TAPES JUSTICE-2
ATCP-2

RECREATION DBD-2&3
H&SS-12
DNR
MUNICIPAL

RECREATIONAL VEHICLES see MOTOR VEHICLES

REFERRAL SELLING JUSTICE-2
D.A.
ATCP-2
BANKING
P&S

Statutory Reference
Chapter Ag 121, Wis. Adm. Code
Sections 100.20, 100.24, 100.26,
422.416, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

R

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

- REFUND/RETURN POLICIES JUSTICE-2
ATCP-2
- RELIGIOUS SOLICITATIONS see CHARITABLE
SOLICITATIONS
- REPAIR CONTRACTS see HOME IMPROVEMENT &
REPAIR, MOTOR VEHICLES/
REPAIRS, SERVICE CONTRACTS
- REPOSSESSION see COLLECTION PRACTICES,
CREDIT
- RESIDENTIAL CARE FACILITIES,
COMMUNITY BASED N.H. OMBUDSMAN

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

R

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

RESTAURANTS JUSTICE-2
ATCP-2
Sanitation H&SS-10
C.A.

ROOFING see HOME IMPROVEMENT &
REPAIR

RUSTPROOFING JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

S

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SAFETY see HOUSING, PRODUCT SAFETY

SALVAGE DEALERS TRANSPORTATION-2

Statutory Reference
Sections 218.20-26, Wis. Stats.

SAVINGS AND LOAN S&L
Regulation of state chartered saving &
loan associations

Statutory Reference
Chapter 215, Wis. Stats.

SCHOOLS
PRIVATE - FOR PROFIT VTAE-1
Business, Technical or Vocational
Flight (Pilot)
Post-Secondary
Real Estate
Truck Driving
Trade Schools

PUBLIC - NOT FOR PROFIT VTAE
Adult (basic education)
Business, Technical or
Vocational (Adult)
Community Colleges
Trade Schools

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

SUBJECT

SECURED TRANSACTIONS BANKING
Creditor's right to take a security
interest in collateral; customer's
right to redeem JUSTICE-2

Statutory Reference
Chapter 409, Wis. Stats.
Sections 422.417-18, 425.203-210,
Wis. Stats.

SECURITIES SECURITIES
Wisconsin Uniform Securities Law JUSTICE-1&5
regulates the offer and/or sale of any D.A.
securities whether or not exempt from see also FRANCHISES
registration requirements. Licenses
securities dealers, investment advisors,
and agents. Sets advertising
standards. Permits rule-making. Provides
for investigation and prosecution of
fraudulent and/or deceptive securities
offers/sales and persons violating the
registration or licensing provisions

Statutory Reference
Chapter 551, Wis. Stats.

SECURITY DEPOSITS JUSTICE-2
ATCP-2
see also LANDLORD/TENANT

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

S

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SEED (AGRICULTURAL) ATCP-5

SEPTIC TANKS H&SS-7

SERVICE CONTRACTS JUSTICE-2

Long term service contract escrow
account requirements, bonding
requirements and consumer's lien

Statutory Reference

Sections 289.85-94, Wis. Stats.

SEWER see UTILITIES

SIDING see HOME IMPROVEMENT &
REPAIR

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

S

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SLAUGHTERHOUSES & THEIR OPERATIONS..... ATCP-4

SMALL BUSINESS DBD-4

SMALL CLAIMS COURT

Misconduct of judges SUPREME CT-2

Statutory Reference
Chapter 299, Wis. Stats.

SPEED READING JUSTICE-2
ATCP-2

SPORTING GOODS JUSTICE-2
ATCP-2

STEAM HEAT see UTILITIES

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

S

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

STEREO/RECORDING EQUIPMENT JUSTICE-2
ATCP-2

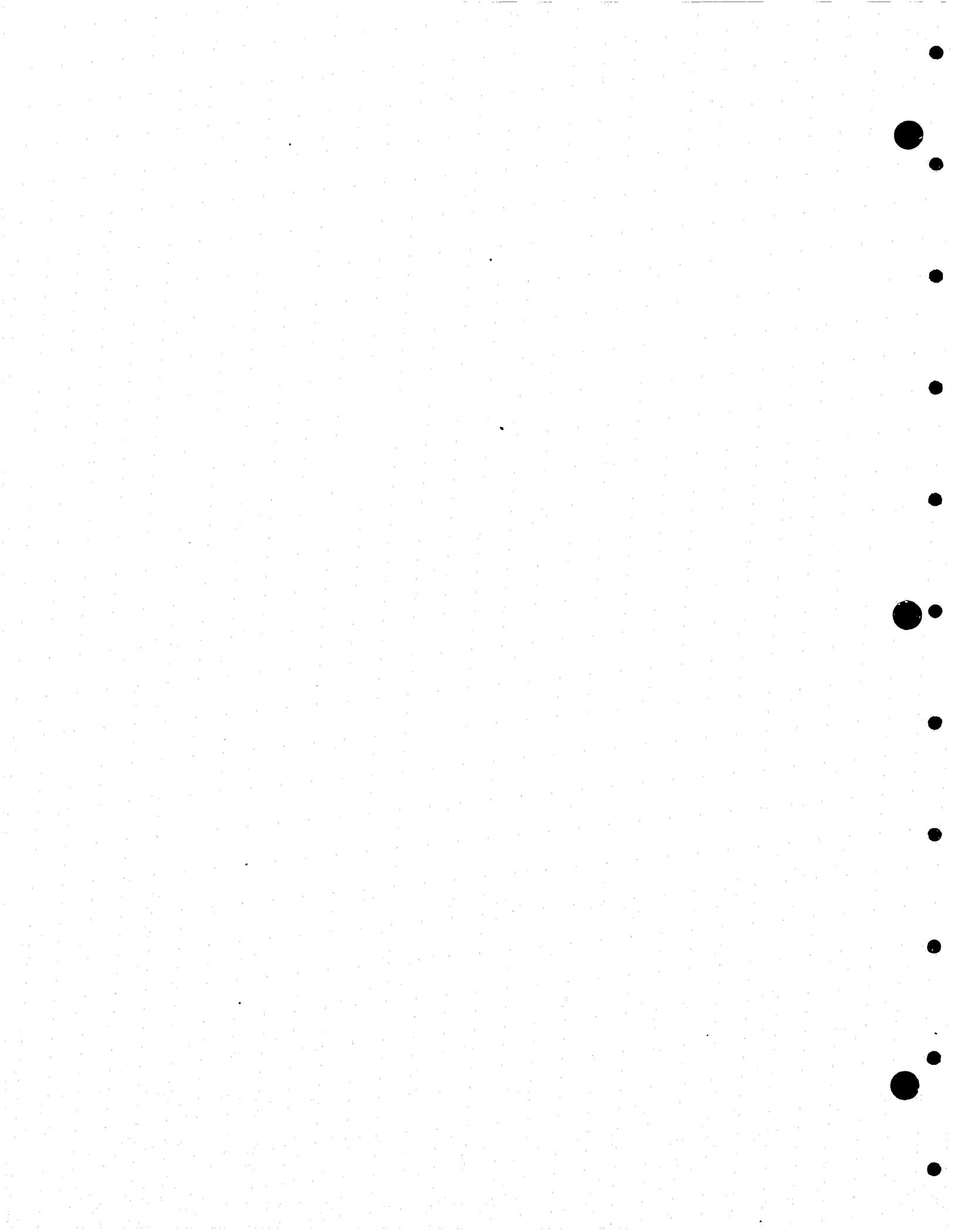
STORAGE ATCP-6
see also MOVING & STORAGE

Statutory Reference
Section 100.13, Wis. Stats.

SWIMMING POOLS see HOME IMPROVEMENT &
REPAIR

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



T

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

TAPES JUSTICE-2
ATCP-2

TECHNICAL SCHOOLS see EDUCATION, SCHOOLS,
CORRESPONDENCE SCHOOLS

TELEGRAPHS see UTILITIES

TELEPHONE see UTILITIES

Statutory Reference
Chapter 196, Wis. Stats.

TERM PAPER MILLS JUSTICE-2 }
D.A. } Prosecution
ATCP-2 }
P&S } Investigation

Statutory Reference
Chapter Ag 128, Wis. Adm. Code
Sections 100.20, 100.24, 100.26,
Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

T

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

THERAPY/AWARENESS PROGRAMS JUSTICE-2
ATCP-2

THREE-DAY RIGHT TO CANCEL see CANCEL, RIGHT TO

TIRES JUSTICE-2
ATCP-2

TOYS JUSTICE-2
ATCP-2
see also PRODUCT SAFETY

TRACTORS see MOTOR VEHICLES

TRADE SCHOOLS see EDUCATION, SCHOOLS, &
CORRESPONDENCE SCHOOLS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

T

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

TRADING STAMPS D.A.
ATCP-6

Statutory Reference
Section 100.15, Wis. Stats.

TRAILERS see MOBILE HOMES,
MOTOR VEHICLES

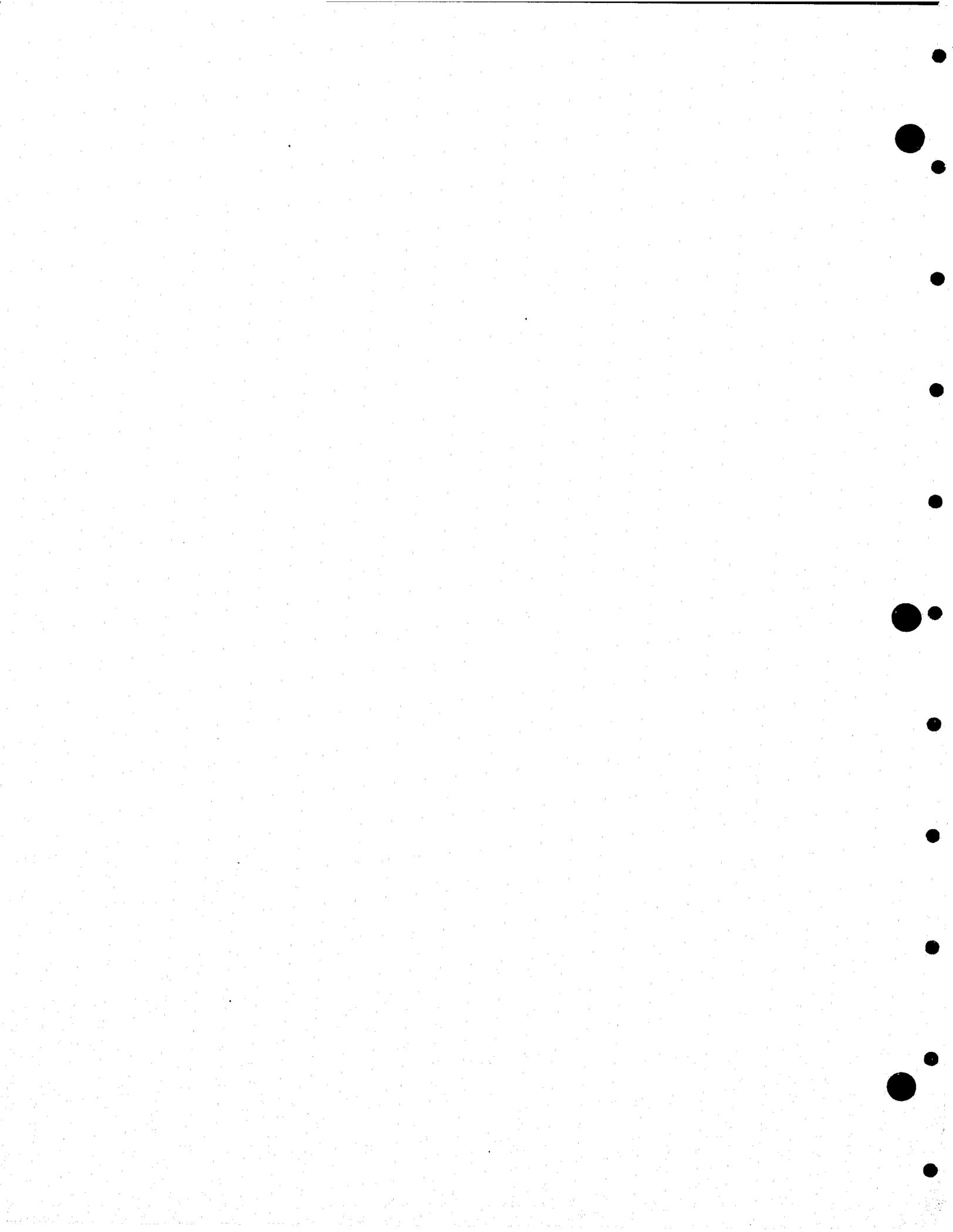
TRAVEL, TOURISM JUSTICE-2
ATCP-2
DBD-2&3

TRUTH-IN-LENDING see CREDIT

TV, RADIO JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



U

SUBJECT

AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

UNCONSCIONABLE CONDUCT

Credit BANKING
JUSTICE-2

Statutory Reference
Sections 425.107, 426.108-109,
Wis. Stats.

Motor vehicle sales TRANSPORTATION-2
JUSTICE-2

Statutory Reference
Section 218.01(3)(a)11, Wis. Stats.

UNFAIR BUSINESS PRACTICES JUSTICE-2

Includes unfair trade practices and
unfair methods of competition in all
industries except banks, savings and
loan, insurance and public utilities
ATCP-2

Statutory Reference
Section 100.20, Wis. Stats.

UNSOLICITED MERCHANDISE JUSTICE-2

Unsolicited gifts or merchandise are
considered a gift to the recipient

Statutory Reference
Sections 241.28, 823.02,
Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

U

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

UNSOLICITED TELEPHONE CALLS JUSTICE-2
Forbids use of recorded messages placed to
consumers by phone to sell goods or
services without their permission

Statutory Reference
Sections 134.72, 823.02,
Wis. Stats.

UPHOLSTERY JUSTICE-2
ATCP-2

USURY BANKING
JUSTICE-2
C.U.
S&L

Statutory Reference
Sections 138.05-06,
Sections 422.201, 823.02, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

U

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

SUBJECT

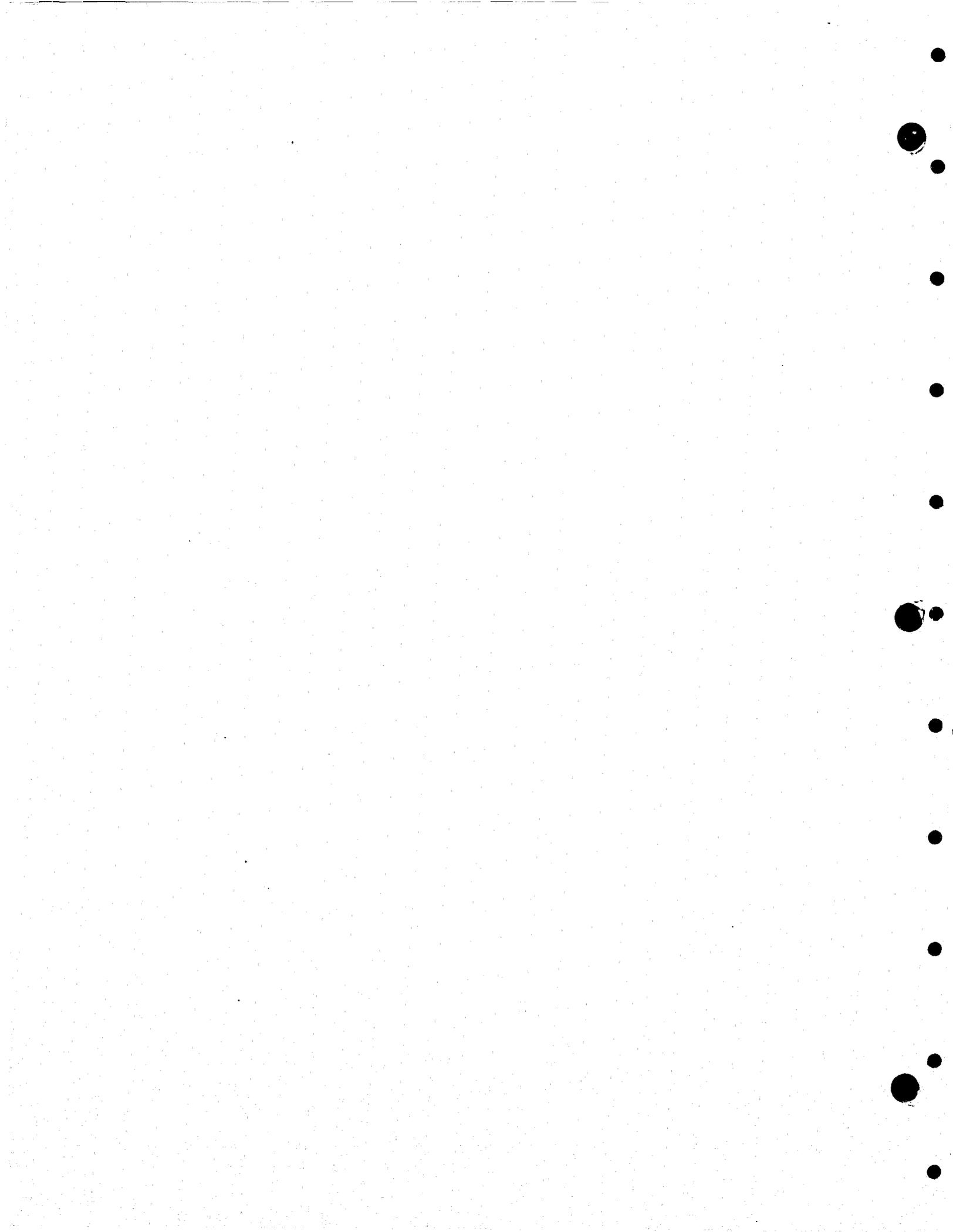
UTILITIES PSC-1
Regulation of public utilities,
including telephone, natural gas,
electricity, water, some sewer,
telegraph and steam heat in the state.
Regulation of public utility practices,
services, rates and charges

Statutory Reference
Chapter 196, Wis. Stats.

Unfair billings, disconnects and
service problems. PSC-2
JUSTICE-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



V

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

VACATIONS JUSTICE-2
ATCP-2
see also TRAVEL, TOURISM

VANITY PUBLICATIONS/PROMOTIONS JUSTICE-2
ATCP-2

VENDING MACHINES see BUSINESS
OPPORTUNITY SCHEMES

VETERANS, TRAINING OF VTAE-1

VETERINARIANS see LICENSING BOARDS

Statutory Reference
Chapter 453, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

VITAL RECORDS H&SS-9
Includes birth and death certificates,
marriage and divorce records, etc.

VOCATIONAL TRAINING VTAE
VTAE-1
see also EDUCATION, SCHOOLS

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

W

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

WAGE & HOUR CLAIMS see EMPLOYMENT

WARRANTIES

General JUSTICE-2
ATCP-2
Mobile homes DILHR-3
JUSTICE-2

Statutory Reference
Sections 218.14-18, Wis. Stats.

Motor vehicles TRANSPORTATION-2
JUSTICE-2

Statutory Reference
Sections 218.01, Wis. Stats.
MVD 24.05, Wis. Adm. Code

Prepaid service contracts JUSTICE-2

Statutory Reference
Sections 289.85-94, Wis. Stats.

WATCHMAKERS/REPAIR see LICENSING BOARDS

Statutory Reference
Chapter 454, Wis. Stats.

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

W

SUBJECT AGENCIES WITH ENFORCEMENT OR REGULATORY INTEREST

WATER see UTILITIES,
NATURAL RESOURCES

WEATHER MODIFICATION
Licenses & permits ATCP-5

WEATHERIZATION see ENERGY, INSULATION

WEIGHT REDUCING SCHEMES see QUACKERY

WEIGHT SALONS see HEALTH SPAS

WEIGHTS & MEASURES D.A.
ATCP-6
Statutory Reference
Chapter 98, Wis. Stats.

WIGS JUSTICE-2
ATCP-2

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.

W

SUBJECT

AGENCIES WITH ENFORCEMENT
OR REGULATORY INTEREST

WILDLIFE DNR

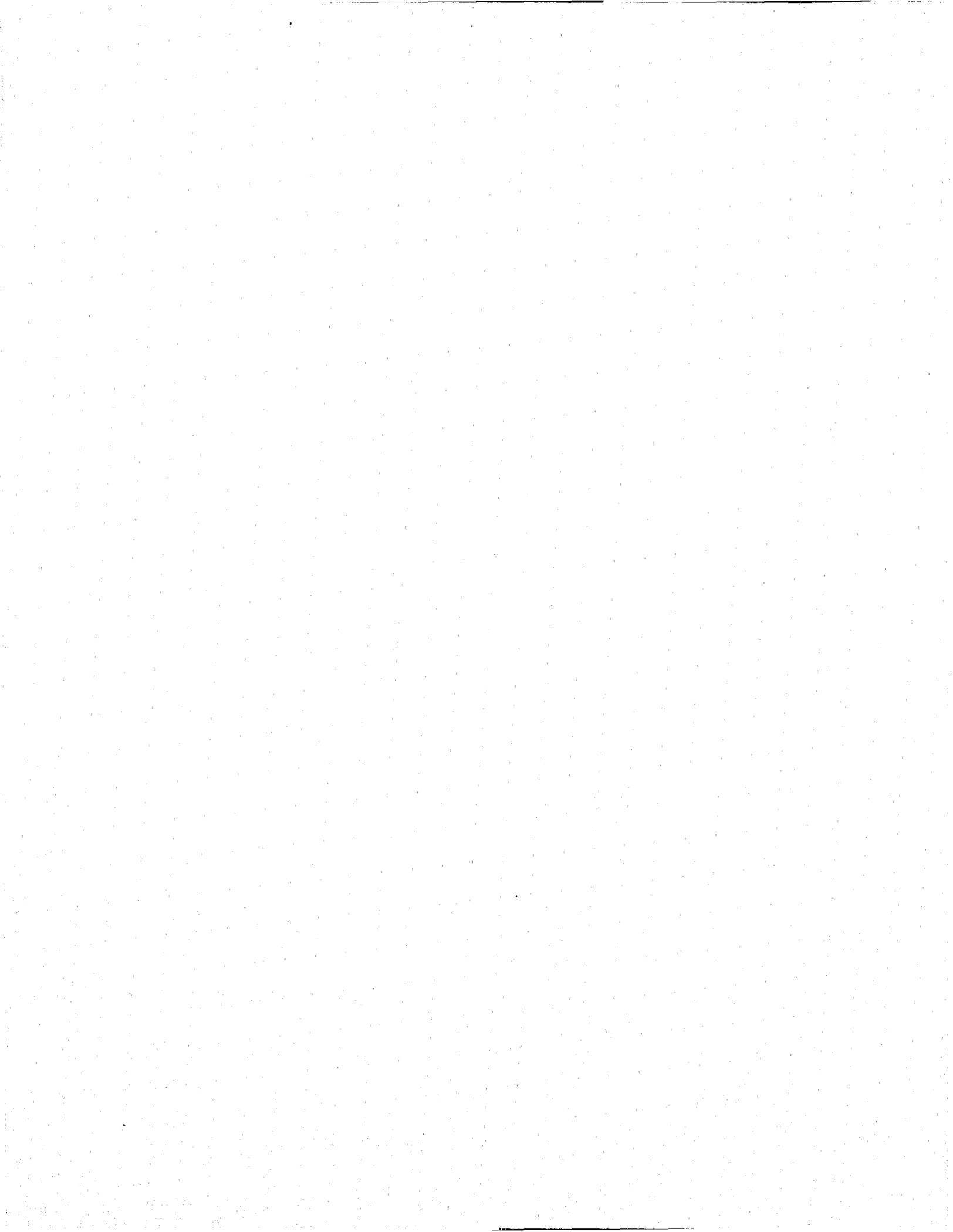
WISCONSIN CONSUMER ACT see CREDIT

WORK-AT-HOME SCHEMES JUSTICE-2
ATCP-2

WORKER'S COMPENSATION see EMPLOYMENT

If no statutory reference is given, see GENERAL COMPLAINTS.

More than one subject area or law may apply to a complaint depending upon the type of problem and the circumstances involved.



CONTINUED

1 OF 2

AT-A-GLANCE GUIDE FOR WISCONSIN GOVERNMENT AGENCY KEY

For address, telephone numbers & description see
WISCONSIN GOVERNMENT AGENCY section

ENFORCEMENT AGENCIES

State

- A. JUSTICE-Justice, Department of
1. Anti-trust & Criminal Litigation
 2. Consumer Protection
 3. Medicaid Fraud
 4. Public Intervenor
 5. White Collar Crime

Local

- B. C.A.-City Attorneys
- C. CCPA-County Consumer Protection Agencies
- D. D.A.-District Attorneys
- E. P&S-Police & Sheriff's Departments

REGULATORY OR ADMINISTRATIVE AGENCIES

State

- F. ATCP-Agriculture, Trade and Consumer Protection, Department of
1. Animal Health Division
 2. Consumer Protection and Product Safety
 3. Food Division
 4. Meat Inspection Divison
 5. Plant Industry Division
 6. Trade Division
- G. BANKING-Banking, Office of the Commissioner of

- H. DBD-Business Development, Department of
 - 1. Business Development Service, Division of
 - 2. Tourist Information Center
 - 3. Tourism, Division of
 - 4. Small Business Ombudsman
 - 5. Office of Minority Business Enterprise
- I. C.U.-Credit Union, Office of the Commissioner of
- J. H&SS-Health & Social Services, Department of
 - 1. Aging, Bureau on
 - 2. Alternate Care, Bureau of
 - 3. Blind, Bureau for
 - 4. Children, Youth & Families, Bureau of
 - 5. Child Support, Bureau of
 - 6. Community Services, Division of
 - 7. Environmental Health, Bureau of
 - 8. Health Care Financing, Bureau of
 - 9. Health Statistics, Bureau of
 - 10. Hotels & Restaurants
 - 11. Long-Term Care Facilities
 - 12. Planning, Recreational & Environmental Health
 - 13. Plumbing & Fire Protection
- K. DILHR-Industry, Labor & Human Relations, Department of
 - 1. Building & Structures
 - 2. Equal Rights
 - 3. Mobile Homes
 - 4. Petroleum Inspection
 - 5. Insulation
 - 6. Worker's Compensation
- L. INSURANCE-Insurance, Office of the Commissioner of
- M. DLAD-Local Affairs & Development, Department of
- N. DNR-Natural Resources, Department of
- O. N.H.OMBUDSMAN-Nursing Home Ombudsman
- P. OSPE-Planning & Energy, Office of State
- Q. DPI-Public Instruction, Department of
- R. PSC-Public Service Commission
 - 1. General Information
 - 2. Billings

- S. REG.&LIC.-Regulation and Licensing, Department of
 - 1. General Information
 - 2. Division of Consumer Complaints
- T. REVENUE-Revenue, Department of
- U. S&L-Savings & Loan, Office of the Commissioner of
- V. SECURITIES-Securities. Office of the Commissioner of
- W. SUPREME CT.-Supreme Court
 - 1. Attorney
 - 2. Small Claims
- X. TRANSPORTATION-Transportation, Department of
 - 1. General
 - 2. Motor Vehicles
 - 3. Commercial Driving Schools
 - 4. Transportation Commission
- Y. VTAE-Vocational, Technical and Adult Education, Board of
 - 1. Educational Approval Board

Local

- Z. MUNICIPAL-Municipal Licensing or Regulatory Agencies

SECTION II: WHERE IT'S AT FOR CONSUMER COMPLAINTS OR QUESTIONS

PART 2. Corresponding Wisconsin Government Agency Key

ENFORCEMENT AGENCIES

CONSUMER-RELATED AUTHORITY

STATE

- A. Justice, Department of 266-3004
114 East, State Capitol (608)
Madison, WI 53702
1. Anti-Trust & Criminal 266-3016 Bid-rigging, price-fixing,
Litigation Unit (608) illegal refusals to supply
and unfair divisions of the
marketplace. Financial crimes,
nursing home regulations,
misconduct in public office.
assist DA's in complex cases.
2. Consumer Protection, 266-1852 Enforces state consumer laws
Office of (608) and acts as legal counsel
114 East, State Capitol to various state agencies with
Madison, WI 53702 consumer protection responsibili-
ties. Also has broad authority
concerning violations of
Milwaukee State Office 266-1867 public laws. Program operates
Bldg. (414) in four main areas: investiga-
Room 520 tion and prosecution; complaint
Milwaukee, WI 53203 mediation; consumer advocacy;
and consumer information and
education. Related informational
materials available.
3. Medicaid Fraud Unit 266-3004 Investigates & prosecutes
(608) violations of state medicaid law.
4. Public Intervenor 266-7338 Intervenes before the Dept. of
(608) Natural Resources & other
administrative agencies where
such intervention is needed for
the protection of water or any
other natural resource.

ENFORCEMENT AGENCIES

CONSUMER-RELATED AUTHORITY

5. White Collar Crime Unit 266-1671 Investigates a variety of
Division of Criminal (608) complicated financial frauds
Investigation which are statewide in nature
& importance. Includes
financial crimes, government
corruption & anti-trust
violations.

LOCAL

- B. City Attorneys
City Hall or City Clerk's
Office
Enforce municipal ordinances
covering various consumer
problems which may vary from
city to city. Most common
ordinances deal with building
codes, sanitation & transient
merchants. Civil & criminal
penalties enforced.
- C. County Consumer Protection
Agencies
1978 law permits
Wisconsin counties to create or
designate a consumer protection
agency in their county to receive
& record consumer complaints.
The agency may then investigate
or mediate complaints or refer
valid complaints to the
appropriate state department,
independent agency or local
district attorney.
- D. District Attorneys
County Courthouse
Enforce state criminal &
consumer fraud laws.
- E. Police & Sheriffs Departments
Investigate violations of state
criminal and consumer fraud
laws. Prosecution is handled
through the appropriate local
or state agency.

REGULATORY OR ADMINISTRATIVE AGENCIESCONSUMER-RELATED AUTHORITYSTATE

F. Agriculture, Trade & Consumer Protection, Dept. of 801 W. Badger Road Madison, WI 53713	266-7100 (608)	
1727 Loring Altoona, WI 54718 (Eau Claire County)	836-2846 (715)	
1181 A Western Ave. Green Bay, WI 54303	497-4210 (414)	
10320 Silver Spring Dr. Milwaukee, WI 53225	464-8580 (414)	
1. Animal Health	266-3481 (608)	Functions to prevent, control & eradicate diseases in livestock through field investigation, laboratory analysis, and regulating control.
2. Consumer Protection and Product Safety	(800) 362-8025 266-2225 (608) 266-7249 (608)	Administers unfair business practice, deceptive advertising, and product safety law. Possess extensive investigative, rule-making and administrative authority. Mediates consumer complaints and provides consumer information and education. Related informational material available.
3. Food Division	266-2227 (608)	Protects state's food supply, beginning with the production & processing & extending through marketing & distribution.
4. Meat Inspection Division	266-7255 (608)	Inspection and labeling of meat products, raw meat by-products for pet food. Inspection of slaughterhouses and slaughter operations.
5. Plant Industry Division	266-2295 (608)	Regulates and enforces laws and rules in areas of feed, seed, fertilizers, lime, pesticides, certification of pesticide applicators, weather modification and the nursery growers and dealers.

6. Trade Division
- 266-2225 (608) Acts to prevent illegal practices against or between businesses, and monitor unfair competition in the market-place. Administers minimum mark-up, trading stamp and weights and measures laws.
- 266-2761 (608)
- G. Banking, Office of the Commission of
30 W. Mifflin Street
Madison, WI 53702
- 266-1621 (608) Administers the Wisconsin Consumer Act, which regulates consumer credit transactions in Wisconsin. Licenses and supervises various lending institutions. Regulates motor vehicle sale financing, loan companies, collection agencies, currency exchanges and state banks. Related informational material available.
- 161 W. Wisconsin Ave.
Milwaukee, WI
- 224-4138 (414)
- H. Business Development, Department of
123 W. Washington Ave.
Madison, WI 53702
- 266-3222 (608)
1. Business Development Services, Division of
- 266-3222 (608) Encourages and assists industrial location, international business and community economic development.
2. Tourist Information Center
- 266-2161 (608) Provides Wisconsin tourist information to the public.
3. Division of Tourism
- 266-3222 (608) Advertising and promotions of Wisconsin tourism.
4. Small Business Ombudsman
- 266-9465 (608) Helps resolve business complaints, problems and conflicts with governmental agencies.
5. Office of Minority Business Enterprise
- 266-3222 (608) Direct and indirect assistance to minority business enterprises.

REGULATORY OR ADMINISTRATIVE AGENCIESCONSUMER-RELATED AUTHORITY

- I. Credit Unions, Office of the Commissioner of
310 N. Midvale Blvd.
Madison, WI 53705 266-0438 (608) Administers laws relating to credit unions, charters new credit unions and conducts routine and special examinations of credit union books and records
- J. Health & Social Services, Department of
1 West Wilson Street
Madison, WI 53703 266-3681 (608) Responsible for providing full range of services to prevent and treat dependency in its many forms and reduce its impact on individuals and families. Provides a variety of services directly to people in communities and institutions through supervising and counseling local public and voluntary agencies and through regulating care providers. Responsibilities include physical and mental health, services to the aged, corrections, public and medical assistance, children's services and vocational rehabilitation.
1. Aging, Bureau of 266-2536 (608)
 2. Alternate Care, Bureau of 266-9358 (608)
 3. Blind, Bureau for 266-0224 (608)
 4. Children, Youth and Families, Bureau of 266-3036 (608)
 5. Child Support, Bureau of 241-5264 (608)
 6. Community Services, Division of 266-2701 (608)
 7. Environmental Health, Bureau of 266-3815 (608)
 8. Health Care Financing, Bureau of 266-2522 (608)
 9. Health Statistics, Bureau of 266-1371 (608)
 10. Hotels and Restaurants 266-2835 (608)
 11. Long-Term Care Facilities 266-8476 (608)
 12. Platting, Recreational and Environmental Health 266-1704 (608)
 13. Plumbing and Fire Protection Systems 266-3815 (608)

K. Industry, Labor & Human Relations, Department of
201 E. Washington Avenue
Madison, WI 53702

1. Building & Structures 266-3151
2. Equal Rights Division 266-6860 Administers laws relating to
Madison (608) job discrimination, equal
rights, private employment
2nd floor 224-4384 agencies, and wage and hour
Milwaukee State Off. Bldg. (414) claims. Related informational
materials available.
3. Mobile Home Section 266-1748 Administers laws for the safe
Safety & Building Div. (608) and sanitary design and
construction of mobile homes
manufactured and sold in the
state. Brochures available.
4. Petroleum Inspection 266-8980 Inspects petroleum for compli-
Safety & Building Div. (608) ance with state standards.
5. Insulation Materials 266-3151 Quality control standards
Standards (608) for insulating materials.
Safety & Building Div.
6. Worker's Compensation 266-1340 Provides information on laws
Division (608) and claims.
3rd floor 224-4381
Milwaukee State Off. Bldg. (414)

- L. Insurance, Office of the 266-0103 Regulates insurance trans-
Commissioner of (608) actions in the state.
123 W. Washington Avenue Authority to define and
Madison, WI 53702 prohibit unfair insurance
practices. Licenses insurance
agents. Related informational
material available.

M. Local Affairs & Development, 266-7456 Administers programs relating
Department of (608) to plat review, housing and
123 W. Washington Avenue relocation assistance. Also
Madison, WI 53702 administers a weatherization
program, an emergency fuel
allocation, and emergency
energy assistance program which
helps low-income citizens in
the payment of arrearred fuel
and energy related bills. Also
provides a variety of supportive
services to local government.

N. Natural Resources, 266-2621 Administers state's air
Department of (608) water pollution, forestry, wild-
4610 University Avenue life and recreation programs.
Madison, WI Directs programs to assure
257-6543 public access to navigable
(414) waters and citizen complaint
procedures. Related informa-
tional material available.
Approves sanitation systems.
The DNR maintains 17 area
offices and six district
offices. Consumers should
contact one of the offices
in the following cities
rather than the Madison
headquarters. Most problems
and questions can be handled
at these offices: Antigo,
Black River Falls, Brule,
Dodgeville, Eau Claire,
Green Bay, Hayward, Horicon,
La Crosse, Madison, Marinette,
Menomonie, Milwaukee, Oshkosh,
Park Falls, Rhinelander,
Spooner, Wisconsin Rapids
and Woodruff.

- O. Nursing Home Ombudsman Program
110 E. Main St., Rm. 302
Madison, WI 53702
- 819 N. 6th Street, Rm. 540
Milwaukee State Off. Bldg.
Milwaukee, WI 53203
- 1004 E. 1st Street
Merrill, WI 54452
- 266-8944 (608) Promotes upgrading of the quality of care & treatment for the elderly and disabled, community awareness and concern and responsiveness on the part of varying state and local agencies whose actions impact on care and treatment. Assists citizens with complaint resolution and in overcoming red-tape and other problems associated with S.S.I., Medicare, Medical assistance or other public benefit programs.
- 224-4386 (414)
- 536-7618 (715)
- P. Planning & Energy, Office of State
1 West Wilson Street
Madison, WI 53702
- 266-8234 (608) Develops state energy conservation plans, manages state energy shortage involvement with emergency situations; implements state government energy conservation priorities; develops energy policy analysis tools; reviews long-range plans of electric utilities, coordinates liaison with federal energy programs; provides technical assistance and conducts research on energy conservation and alternative energy sources. Assists in developing programs and coordinating state-level consumer protection activities related to energy.
- Q. Public Instruction, Department of
126 Langdon Street
Madison, WI 53706
- 266-2611 (608) Supervises public elementary and secondary education in the state. Administers state consumer education requirement for secondary schools. Consumer education curriculum materials available.

R. Public Service Commission
Hill Farms State Office Bldg.
Madison, WI

Regulates public utilities including telephone, natural gas, electricity, water, some sewer, telegraph and steam heat in the state.
Related brochures available.

1. General Information 266-2001
(608)

2. Billings, Disconnects & Service 266-2001
(608) Investigates and mediates complaints against public utilities. Provides information on Public Service Commission rules on rates, billing practices and general practices. Information on consumer rights available

S. Regulation and Licensing
Department of
1400 E. Washington Avenue
Madison, WI 53703

Provides administrative services to examining boards. Investigates & prosecutes violations of laws and administrative rules before boards. Boards examine and license individuals and adopt rules governing the regulated occupations.
Related brochures available.

1. General Information 266-2112
(608)

2. Division of Consumer Complaints 266-7482 (608)

-Charitable Organizations 266-0829
(608) Provides Information on registered status and use of funds.

-Licensing of: 266-0829
Private Detectives (608)
Agencies and Agents

-Examining/Licensing Boards:

Accounting	266-3020	
Architects, Professional Engineers, Designers & Land Surveyors	266-1397	
Athletic	266-0648	
Barbers	266-1574	
Bingo Control Board	266-2775	
Chiropractic	266-1626	
Cosmetology	266-1630	
Dentistry	266-1396	
Dental Hygienists		
Funeral Directors and Embalmers	266-1574	
Hearing Aid Dealers and Fitters	266-0729	
Medical:	266-2811	
Physicians		
Physician's Assistants		
Physical Therapist		
Podiatrists		
Nurses, Board of	266-3735	
Nursing Home Adminis- trators	266-7085	
Optometry	266-0729	
Pharmacy	266-0141	
Psychology	266-0729	
Real Estate	266-5450	- (414) 224-4024
Veterinary	266-1626	
Watchmaking	266-1626	

- T. Revenue, Department of 266-1611 Home improvement tax credit.
201 E. Washington Avenue (608) Sales tax questions.
Madison, WI 53702 224-4411
(414)
- U. Savings & Loan, Office of 266-1821 Administers laws relating
the Commissioner of (608) to savings & loan associa-
131 W. Wilson Street tions, charters new savings
Madison, WI 53702 & loan associations and
conducts routine and special
examinations of savings &
loan books & records.

- V. Securities, Office of the Commissioner of
111 W. Wilson Street
Madison, WI 53701 266-3431 (608) Regulates offerings & sales of securities & franchises. Requires registration of all nonexempt securities and franchises, licenses all securities dealers, agents & advisors. Has securities and franchise advertising authority.

- W. Supreme Court
 - 1. Board of Attorneys Professional Responsibility
110 E. Main St., Rm. 406
Madison, WI 266-9760 (608) Regulates the practice of law and disciplines attorneys for misconduct.

 - 2. Judicial Commission
110 E. Main St., Rm. 1014
Madison, WI 266-7637 (608) Receives complaints of misconduct or disabilities of judges, conducts investigations & takes necessary action by censure or reprimand.

X. Transportation, Department of
4802 Sheboygan Avenue
Madison, WI 53713

1. General 266-3581
(608)
2. Motor Vehicles, Division 266-1425 Licenses and regulates
of (608) motor vehicle manufacturers,
Dealer Inspection Unit distributors, dealers, sales-
persons, salvage dealers and
auto auction dealers.
Investigates and mediates
consumer complaints. Denies,
suspends, revokes licenses
for wilful violations through
the Transportation Commission.
Related informational material
available.
3. Motor Vehicles, Division 266-0614 Licenses and regulates
of (608) driving schools and driving
Commercial Driving instructors. Seeks license
Schools removal through Transportation
Commission.
4. Transportation Commission 266-2321 Regulates common carriers
(608) of passengers and property
including common motor
carriers, motor bus operators
between cities, water carriers,
household goods movers and
rail carriers in Wisconsin.
Scope of regulations include
rates (for transportation,
delivery, packing, etc.),
claims for overcharges,
adequacy of service and
schedules for buses.

- Y. Vocational, Technical and Adult Education, Board of
4802 Sheboygan Avenue
707 Hill Farms State Office Bldg.
Madison, WI 53713 266-1207 (608)
- Provides educational opportunities for individuals and wide range of educational programs and services. Responsible for post-secondary degrees not leading to baccalaureate degree. Programs include associate degrees, vocational diplomas, special vocational and variety of special vocational educational services.
1. Educational Approval Bd. 266-1996 (608)
- Licenses and inspects trade, correspondence, technical and business schools which do business in Wisconsin. Approves schools and courses of instruction for the training of veterans receiving assistance from the federal government.

LOCAL

- Z. Municipal Licensing or Regulatory Agencies
City Clerks Office
- Some municipalities have created committees or boards to license or regulate activities in business affecting consumers. Examples of municipal committee or board regulatory areas includes zoning, building construction or improvement & utilities.

WHERE IT'S AT - FEDERALLY

SECTION III: WHERE IT'S AT - FEDERALLY

The following is a list of certain key federal consumer offices which can provide assistance or information in the subject areas listed below. While you may have a complaint which falls under one of these categories, we would like to mention again, that unless the complaint has substantial interstate impact, not much may be done toward its resolution. Instead, you may wish to use these agencies for obtaining information about specific subject areas.

AIR TRAVEL

Civil Aeronautics Board 673-5158
Office of the Consumer Advocate (202)
Washington, D.C. 20423

ANTITRUST

Antitrust Division 739-2537
Justice Dept. (202)
Washington, D.C. 20530

AUTOMOBILE SAFETY

National Highway Traffic Safety Admin. 424-9393
Transportation Dept. (800)
Washington, D.C. 20590 toll free

BANKS

Federal Reserve Banks: 452-3000
Office of Saver and Consumer Affairs (202)
Federal Reserve System
Washington, D.C. 20551

National Banks: 447-1600
Consumer Affairs (202)
Office of the Comptroller of the Currency
Washington, D.C. 20219

State Chartered Banks: 389-4637
Federal Deposit Insurance Corporation (202)
Washington, D.C. 20429

BUS & TRAIN TRAVEL

Interstate Commerce Commission 275-7252
Washington, D.C. 20423 (202)

BUSINESS

Office of the Ombudsman 377-4054
Department of Commerce (202)
Washington, D.C. 20230

Director, Women-in-Business and Consumer 653-6580
Affairs (202)
Small Business Administration
1441 L St., N.W.
Washington, D.C. 20416

COMMODITY FUTURES TRADING

Commodity Futures Trading Comm. 424-9838
2033 K Street, N.W. (800)
Washington, D.C. 20581 toll free

CONSUMER INFORMATION

Free Consumer Info. Catalog, listing
consumer publications available:

Consumer Information Center
Pueblo, Colorado 81009

Federal Information Center 271-2273
Questions about any program on
federal agency (414)

CREDIT

Federal Trade Commission 523-3727
Bureau of Consumer Protection (202)
Washington, D.C. 20850

Regional: 55 E. Monroe St., Suite 1437 353-4423
Chicago, Il. 60603 (312)

CREDIT UNIONS

National Credit Union Administration 254-9800
202 S. M Street, N.W. (202)
Washington, D.C. 20456

Regional:
National Credit Union Administration
New Federal Bldg, Rm. 704
234 Summit Street
Toledo, Ohio 43604

DRUGS & COSMETICS

Food & Drug Administration 443-3170
5600 Fishers Lane (301)
Rockville, Md. 20852

Regional:
240 Hennepin Ave. 725-2121
Minneapolis, Mn. 55401 (612)

ELDERLY

Administration on Aging 245-2158
Washington, D.C. 20201 (202)

ENERGY, ENERGY EFFICIENCY

Dept. of Energy 566-9021
Consumer Affairs (202)
Washington, D.C. 20461

National Bureau of Standards 921-3181
Information Office (301)
Washington, D.C. 20234

Solar Energy

Nat'l Solar Heating & Cooling
Information Center
P.O. Box 1607
Rockville, Md. 20850

523-2929
(800)
toll free

ENVIRONMENT

Environmental Protection Agency
Office of Public Affairs
Washington, D.C. 20460

755-0700
(202)

FOOD

Assistant Secretary for Food &
Consumer Services
U. S. Dept. of Agriculture
Washington, D.C. 20250

447-4623
(202)

Food & Drug Administration
Consumer Inquiry Section
5600 Fishers Lane
Rockville, Md. 20852

443-3170
(301)

HANDICAPPED

Office of Human Development Services
Division of Public Information
Dept. of Health, Education & Welfare
Washington, D.C. 20201

472-7257
(202)

HOUSING

Housing Discrimination Hotline

424-8590
(800)
toll free

JOB SAFETY

Occupational Safety & Health Admin.
Office of Public Affairs
Dept. of Labor
Washington, D.C. 20201

523-8151
(202)

MAIL

Fraud/Nondelivery

Chief, Postal Inspector
U.S. Postal Service
Washington, D.C. 20260

245-5445
(202)

Regional:

Postal Inspector in Charge
St. Paul Division
St. Paul, Mn. 55165

MEDICAID/MEDICARE

Dept. of Health, Education & Welfare
Health Care Financing Admin.
Washington, D.C. 20201

245-0381
(202)

MOVING

Interstate Commerce Commission 424-9312
Washington, D.C. 20243 (800)
Moving Hotline toll free

PARKS & RECREATION AREAS

National Forests:

Forest Service 447-3760
U.S. Department of Agriculture (202)
Washington, D.C. 20250

National Parks and Historic Sites:

National Park Service 343-7394
Washington, D.C. 20204 (202)

Recreation Areas on Army Corps of
Engineers Project Sites:

Recreation Resource Management Branch 693-7177
Army Corps of Engineers (202)
Washington, D.C.

Other Recreation Areas:

Office of Public Affairs 343-3171
Department of Interior (202)
Washington, D.C. 20204

PRODUCT SAFETY

Consumer Product Safety Commission 638-2666
Consumer Services Branch (800)
Washington, D.C. 20207 toll free

RADIO & TELEVISION

Federal Communications Commission 632-7000
Consumer Assistance Office (202)
Washington, D.C. 20554

SAVINGS & LOAN

Regional:

Consumer Complaint Counsel 565-5716
Federal Home Loan Bank Board (312)
111 E. Wacker Drive
Chicago, IL 60601

Federally Insured Savings and Loans; 376-3262
Office of Housing and Urban Affairs (202)
Federal Home Loan Bank Board
Washington, D.C. 20552

STOCKS & BONDS

Securities & Exchange Commission 523-5516
Consumer Liaison Office (202)
Washington, D.C. 20549

TRAVEL INFORMATION

U.S. Travel Service 243-2372
Dept. of Commerce (800)
Washington, D.C. 20230 toll free

WAGES & WORKING CONDITIONS

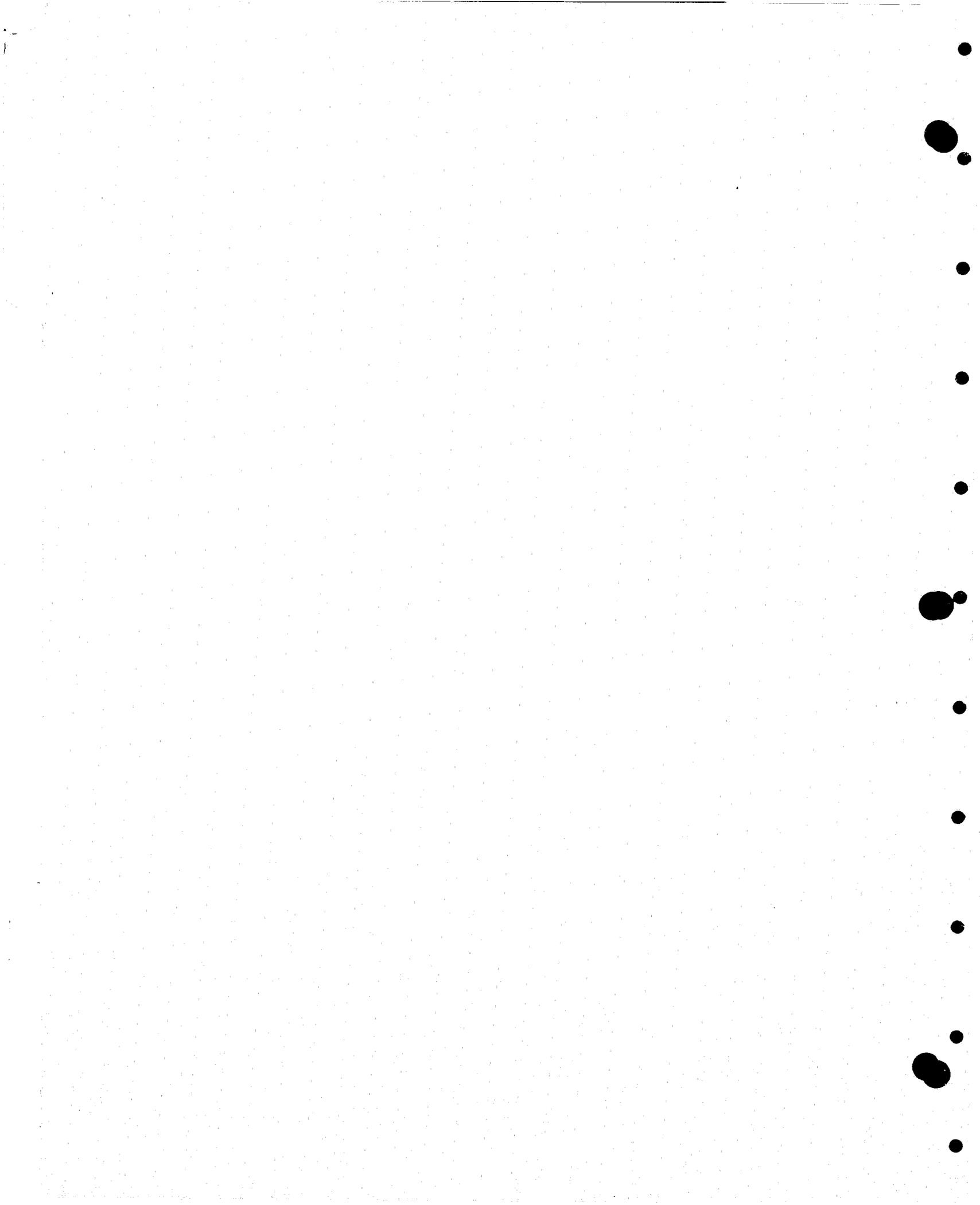
Employment Standards Admin. 523-8743
Dept. of Labor (202)
Washington, D.C. 20210

WARRANTIES

Federal Trade Commission 523-3727
Bureau of Consumer Protection (202)
Washington, D.C. 20850

Regional:
55 E. Monroe St., Suite 1437 353-4423
Chicago, IL 60603 (312)

WHERE IT'S AT - THE INDEPENDENTS



SECTION IV: WHERE IT'S AT - THE INDEPENDENTS

1. STATE AND LOCAL (Organizations which provide a variety of consumer services at state and local levels).

Center for Public Representation
520 University Avenue
Madison, WI 53703

251-4008
(608)

Public interest law firm representing, within the administrative process, the interests of groups which do not have the resources to obtain other legal counsel.

COMMUNITY ACTION AGENCIES OF WISCONSIN (CAA)

ADVOCAP, Inc.
174 W. Division Street
Fond du Lac, WI 54935
Counties of: Fond du Lac, Winnebago

922-7760
(414)

Primary purpose of CAA's is to fight poverty through the use of all available local, state, private and federal resources to help low-income people obtain the necessary skills, knowledge and motivation for self-sufficiency. Provide social services, advocacy, planning, community organization and coordination.

Central Wisconsin CAA
211 Wisconsin Avenue
Wisconsin Dells, WI 53965
Counties of: Adams, Sauk, Columbia, Juneau

254-8353
(608)

CAP Services, Inc.
5497 E. Hwy 10
Stevens Point, WI 54481
Counties of: Marquette, Portage, Waushara

341-3667
(715)

Dane County CAC
55 N. Dickinson St. #241
Madison, WI 53703

266-9731
(608)

Indianhead CAC
Courthouse
Ladysmith, WI 54848
Counties of: Burnett, Rusk, Sawyer, Taylor, Washburn

532-3719
(715)

Menominee Community Action Program/ONAP
P.O. Box 397
Keshena, WI 54135

799-3341
(715)

Milwaukee CR-SDC 272-5600
161 W. Wisconsin Avenue (414)
Milwaukee, WI 53203

North Central CAP, Inc. 424-2581
531 Tenth Avenue (715)
Wisconsin Rapids, WI 54494
Counties of: Marathon, Wood,
Lincoln

NEWCAP, Inc. 834-4621
126 Mott Street (414)
Oconto, WI 54153
Counties of: Florence,
Forest, Marinette, Oconto

Northwest Wisconsin CAA 762-2156
E. Washington School Bldg. (715)
Park Falls, WI 54552
Counties of: Ashland, Iron
Bayfield, Douglas, Price

Racine County CAP 633-1883
Committee, Inc. (414)
Memorial Bldg., 7th & Lake St.
Racine, WI 53403

Rock County CAP Committee, 756-2371
Inc.
P.O. Box 1429 (608)
Janesville, WI 53545

Southwest Wisconsin CAP 935-2326
302 N. Iowa Street (608)
Dodgeville, WI 53533
Counties of: Grant, Iowa,
Lafayette, Richland

West Central Wisconsin CAA 265-4271
P.O. Box 308 (715)
525 Second Street
Glenwood City, WI 54013
Counties of: Barron, Chippewa,
Dunn, Pepin, Pierce, Polk,
St. Croix

Western Dairyland EOC 538-4336
1728 Dewey Street (715)
Whitehall, WI 54773
Counties of: Buffalo, Eau Claire,
Jackson, Trempealeau

WISCAP Directors Association 251-4447
(608)
33 N. Dickinson Street, Rm. 138
Madison, WI 53703

Wisconsin Coulee Region CAC 634-3104
(608)
201 Melby Street
Westby, WI 54667
Counties of: Crawford, La Crosse,
Monroe, Vernon

Community Action Service Center 847-2131
(414)
WASHINGTON ISLAND CSC
Washington Island, WI 54246

Great Lakes Inter-Tribal Council 588-3331
(715)
Peter Christenson, Director
P.O. Box 636
Ashland, WI 54806

United Migrant Opportunity Services 671-5700
(414)
Lupe Martinez, Director
809 W. Greenfield
Milwaukee, WI 53204

IMPACT VII, INC.
Route 2, Box 8
Turtle Lake, WI 54889

Concerned Consumers League
614 West National Avenue
Milwaukee, WI. 53204

645-1808
(414)

Non-profit, self-help, peoples' organization and community action program that seeks to obtain fair settlements for consumers who have valid complaints against merchants, dealers and manufacturers.

INFO-COMMUNITY INFORMATION & REFERRAL
Lobby-City County Building
210 Monona Avenue
Madison, WI 53709

266-6366
(608)

Comprehensive referral center serving all of Dane County. Provides information about or referrals to agencies for persons who need help in locating services in the community. Maintains a comprehensive resource file of community and government services with special emphasis on human services.

GuideLINE

1004 East 1st Street
Merrill, WI 54452

472-0061 (800) Comprehensive referral service available 24 hours a day, 7 days a week. Links people with services they're in need of with emphasis on human services. Helps people understand a service that exists or get in touch with an appropriate agency. Follow-up with caller and referral agency. Serves counties of: Vilas, Florence, Forest, Oneida, Lincoln, Langlade, Marathon, Portage, Wood, Adams and Juneau.

People's Rights
Organization
Barstow Street
Eau Claire, WI. 54701

834-0165 (715) Private, non-profit corporation organized to provide advocacy, educational organizations and legal counseling services to the low and fixed income citizens of nine counties located in west central Wisconsin.

Wisconsin Consumers League
P.O. Box 1531
Madison, WI. 53701

238-8153 (608) Volunteer, non-profit, non-partisan organization established in 1966 to give Wisconsin consumers an active voice in government and provide them with the information necessary to become better consumers.

University of Wisconsin-
Extension, Wisconsin Energy
Extension Service
432 North Lake Street
Madison, WI. 53706

262-2061 (608) Manages energy conservation program.

University of Wisconsin-
Extension, Center for
Consumer Affairs
922 N. 6th Street
Milwaukee, WI. 53203

224-4177 (414) Provides on-going consumer information training and programs. Performs research on consumer issues and provides technical support services for community, governmental and business entities.

University of Wisconsin-
Extension, Family Living
Program
235 Home Economics Building
University of Wisconsin
Madison, WI 53706
(or UW-Extension in each county)

262-2611
(608)

Provides research-based
consumer education for
youth and adults through
out-of-school programs.

Wisconsin Information
Services Center
1300 1st Avenue
Eau Claire, WI 54701

834-8781
(715)

Provides complete assistance
with consumer problems
of all types. Includes
information, referral,
advocacy and whatever help
is needed. The service is
professionally staffed, free
and confidential.

Wisconsin Information
Services Center
161 West Wisconsin Avenue
Milwaukee, WI 53203

276-0760
(414)

Provides general informa-
tion and referral service,
handling all types of problems
for all types of people.
Serves general Milwaukee
County area.

2. NATIONAL (Organizations which provide a variety of consumer services at the national level).

- Action for Children's Television (ACT) 527-7870 (617) Advocates higher quality and more varied television programming for children; works to reduce violence and commercialism, especially unfair advertising appeals aimed at children, in children's programming.
46 Austin Street
Newton Center, MA. 02159
Peggy Charren, President
- Agribusiness Accountability Project 626-1650 (415) Monitors activities of agribusiness for small farmers, consumers and other interested persons. Publishes a monthly newsletter, The Agbiz Tiller.
P.O. Box 5646
San Francisco, CA. 94101
Al Krebs, Director
- American Association of Retired Persons and National Retired Teachers Association 872-4700 (202) Dedicated to establishing greater independence, dignity and purpose to the lives of retired people. Handles consumer complaints through NCAC; and represents legislative interests of retired persons on numerous issues including prescription drug advertising, no-fault automobile insurance, food stamp legislation, and elimination of mandatory retirement.
1909 K Street, N.W.
Washington, D.C. 20036
Lawrence Kresky, Director
National Consumer Assistance Center (NCAC), Faye Mench, Legislative Representative for Consumer Affairs
- Association of Community Organizations for Reform Now (ACORN) 376-7151 (501) Works for the advancement of low-to-moderate income people in both rural and urban areas. Efforts encompass a variety of issues, including utility rates, tax policies, and housing.
523 West 15th Street
Little Rock, AR. 72202
Wade Rathke, Chief Organizer
- Automobile Owners' Action Council 638-5550 (202) At the local level, handles consumer complaints relating to automobile services (purchase, maintenance, repairs, insurance claims, repossessions); at the national level, provides "preventive" consumer education materials and represents consumer interests before regulatory agencies and the courts.
1411 K Street, N.W.
Suite 800
Washington, D.C. 20005
Archie Richardson, President
- Center for Auto Safety 659-1126 (202) Monitors automobile-related consumer complaints to identify recurring problems which may warrant recalls or other actions. Works for establishment and improvement of safety standards for automobiles and mobile homes.
1223 Dupont Circle
Washington, D.C. 20036
Clarence Ditlow, Director

<p><u>Center for Science in the Public Interest</u> 1755 South Street, N.W. Washington, D.C. 20009 Dr. Michael Jacobson, Executive Director</p>	<p>332-9110 (202)</p>	<p>Devoted to making science and technology work for people. Research and education activities focus on nutrition, food programs and the food industry; the development of alternate energy sources and air pollution. Publishes <u>Nutrition Action</u>, a monthly newsletter.</p>
<p><u>Center for Study of Responsive Law</u> P.O. Box 19367 Washington, D.C. 20036 Ruth Fort, Executive Director</p>	<p>833-3400 (202)</p>	<p>Currently conducting research on housing issues, Indian rights, and solar energy use. Also operates a Freedom of Information clearinghouse, and handles Freedom of Information Act test cases. The first Nader organization.</p>
<p><u>Citizen Action Group</u> 1346 Connecticut Ave., N.W. #419A Washington, D.C. 20003 Gaylord Bourne, Coordinator</p>	<p>833-3935 (202)</p>	<p>National information and technical resource center for Nader-affiliated citizen action groups, public interest research groups, and other citizens' organizations.</p>
<p><u>Common Cause</u> 2030 M Street, N.W. Washington, D.C. 20036 David Cohen, President</p>	<p>833-1200 (202)</p>	<p>National non-partisan public affairs lobbying organization concerned mainly with government reform. Currently addressing issues such as public financing of Congressional elections, lobby disclosure, conflict of interest reform, and repeal of the Hatch Act.</p>
<p><u>Conference on Consumer Organizations (COCO)</u> Suite 568 1030-15th Street, N.W. Washington, D.C. 20005 Jane Hutchinson, Director, Public Affairs 6480 Camino De Michael Tucson, AZ. 85718 Currin Shields, Director</p>	<p>297-3825 (602)</p>	<p>Works to encourage the development of state and local consumer groups, and to increase consumer awareness: Sponsors symposia and joint panels to promote exchange of ideas among government, business and consumer groups; holds regional conferences and publishes a newsletter.</p>
<p><u>Consumer Action, Inc.</u> 625 Eye Street, N.W. Washington, D.C. 20006 James Turner, President</p>	<p>872-8660 (202)</p>	<p>Provides assistance to consumer organizations on food and drug issues such as labeling, additives and nutrition. Works to improve Food and Drug Administration and US Department of Agriculture regulations.</p>

Consumer Federation of America
1012 14th Street, N.W. #901 737-3732
Washington, D.C. 20005 (202)
Kathleen F. O'Reilly
Executive Director

A federation of 225 national, state and local nonprofit groups. Advocates consumer interests before Congress, the executive branch, regulatory agencies and the courts on food, energy, credit and banking, health, public participation, creation of an Agency for Consumer Protection and many other issues. Sponsors annual Consumer Assembly. Publishes CFA News and other materials.

Consumers Union of the U.S., Inc. 664-6400
(914)
256 Washington Street
Mount Vernon, N.Y. 10550
Rhoda Karpatkin, Director
Warren Braren, Associate Director

An independent nonprofit product-testing organization which conducts research and prepares educational materials on a wide variety of consumer concerns. Publishes annual "Buying Guide," monthly Consumer Reports and supplementary "Teaching Tools," bimonthly news digest and many other books and pamphlets. CU has also produced films on buying used cars, banking, food labeling and grading and other topics.

1714 Massachusetts Ave., N.W. 785-1906
Washington, D.C. 20036 (202)
Mark Silbergeld, Director

Washington office of Consumers Union is a public interest law firm which monitors government activities and represents consumers before courts and regulatory agencies.

Credit Union National Association 241-1211
(608)
P.O. Box 431
Madison, WI. 53701
Sharon Stark, Editor
Everybody's Money

Trade association for credit unions in U.S. Lobbies for financial reform on credit legislation. Publishes consumer films and publications including quarterly magazine on issues such as money management, insurance, wills, buying a home and setting up a small business and a complaint directory, including names and addresses of presidents of manufacturing and retail companies, national legislators, and consumer groups.

<u>Energy Action Committee</u> 1523 L Street, N.W. Washington, D.C. 20005 James Flug, Director Allison Beck, Legislative Coordinator	737-6220 (202)	A nonprofit public interest organization which monitors government and industry activities in the energy field. Lobbies and disseminates information through press releases, booklets, and fact sheets with primary focus on natural gas pricing, oil company divestiture, outer continental shell leasing, energy conservation.
<u>Environmental Action Foundation</u> 1346 Connecticut Ave., N.W. Suite 724 Washington, D.C. 20036 Richard Munson, Director	659-9682 (202)	Education and research organization, publishes information on citizen action in environmental areas including solid waste, electric utility rate structure and reform.
<u>The Grantsmanship Center</u> 1015 West Olympic Boulevard Los Angeles, CA. 90015 Natalie Hope, Business Manager	485-9094 (213)	A nonprofit educational organization; conducts week-long training programs in grantsmanship for nonprofit organizations and public agencies, teaching how to identify funding sources, plan programs, and write proposals for funding. Publishes magazine on all aspects of procuring funds.
<u>Gray Panthers</u> 3700 Chestnut Street Philadelphia, PA. 19104 Maggie Kuhn, National Convenor	382-6644 (215)	A national activist organization of people of all ages; lobbies, advocates in court, and organizes around issues involving health care, nursing homes, age discrimination, mandatory retirement, transportation, Social Security, pensions, hearing aids and housing.
<u>Initiative America</u> 1316 Independence Avenue, S.E. Washington, D.C. 20003 John Forster, Robert Telschow, Directors	547-1569 (202)	Provides organizing and technical assistance to citizens seeking rights of initiative, referendum and recall in their states; helps citizens and organizations conduct all phases of an initiative campaign including petition drive, drafting legislation, fundraising, publicity.

<p><u>National Center for Community Action</u> 1328 New York Avenue, N.W. Washington, D.C. 20005 Ambrose Lane, Executive Director</p>	<p>667-8970 (202)</p>	<p>National clearinghouse for community action agencies; researches issues affecting low-income groups such as energy, food stamps, agriculture, nutrition, etc. Trains community leaders and staff in program planning and operation, and other skills necessary for community action.</p>
<p><u>National Consumer Law Center</u> 11 Beacon Street Boston, MA. 02108 Mark Budnitz, Executive Director</p>	<p>523-8010 (617)</p>	<p>Affiliated with Legal Services Corporation. Provides advocacy assistance primarily to attorneys for low-income consumers, and to some low-income individuals, on cases involving Truth-In-Lending credit, warranties, insurance, class actions, utility rates and services, EFTS.</p>
<p><u>National Consumer Resource Center</u> 1346 Connecticut Ave., N.W. Room 204 Washington, D.C. 20036 Barbara Beizer, Aileen Gorman, Directors</p>	<p>833-9704 (202)</p>	<p>Conducts research and consumer education on metric conversion and regulatory reform issues.</p>
<p><u>National Consumers League</u> 1028 Connecticut Avenue, N.W. Washington, D.C. 20036 Sandra L. Willett, Executive Director</p>	<p>797-7600 (202)</p>	<p>The nation's oldest consumer organization, sponsors consumer education programs and lobbies for consumer credit rights, senior citizen food programs, full employment, reimbursement for public participation in federal agency proceedings, as well as product liability and creation of an Agency for Consumer Protection.</p>
<p><u>National Council of Senior Citizens</u> 1511 K Street, N.W. Washington, D.C. 20005 William Hutton, Executive Director</p>	<p>783-6850 (202)</p>	<p>Nonpartisan nonprofit membership organization; researches, disseminates information, and lobbies on employment, health, housing for the elderly, national health insurance, Medicare, nursing homes, mental health, and other issues of particular importance to elderly consumers.</p>

National Training and
Information Center
121 West Superior Street
Chicago, IL. 60610
Ed Schurna, Training Director

751-1601
(312)

Researches and disseminates information on neighborhood-related issues. Provides leadership training for community organizers.

Nutrition Action
1755 S. Street, N.W.
Washington, D.C. 20009
Dr. Michael Jacobson,
Executive Director

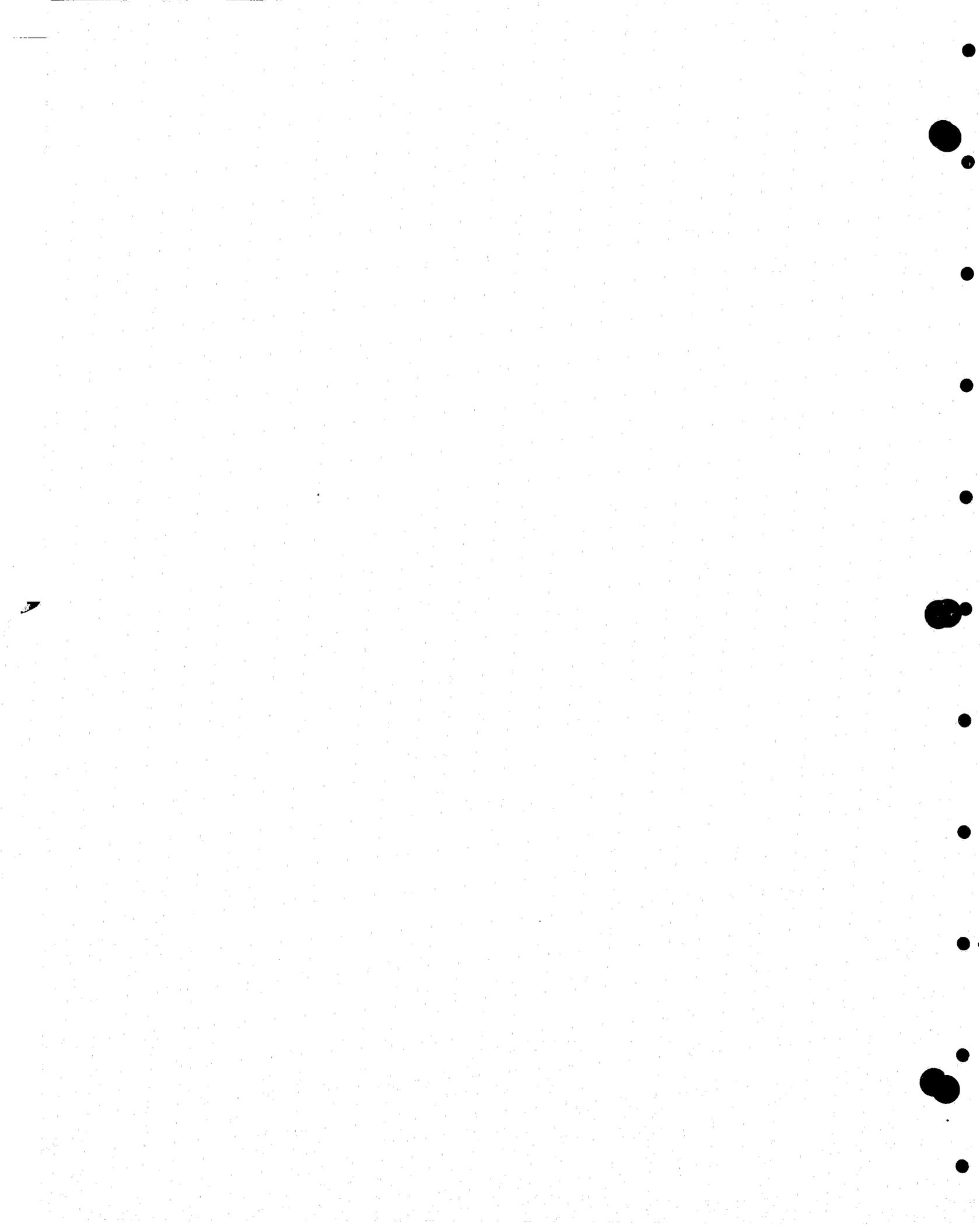
332-9110
(202)

The Nutrition Action Project (formerly a part of the Center for Science in the Public Interest - CSPI), seeks to provide the public with information about food, the food industry and government regulation of food.

Paul H. Douglas Consumer
Research Center
1012 14th Street, N.W.
Washington, D.C. 20005
Sherry Lindquist, NCEP
Director

347-5813
(202)

The education and research foundation of Consumer Federation of America. Prepares and distributes materials on a wide variety of national, state and local consumer issues. The Center's National Community Consumer Education Project sponsors a conference on grass-roots consumer education and publishes THE ACTION FACTION, a monthly newsletter for consumer educators and activists.



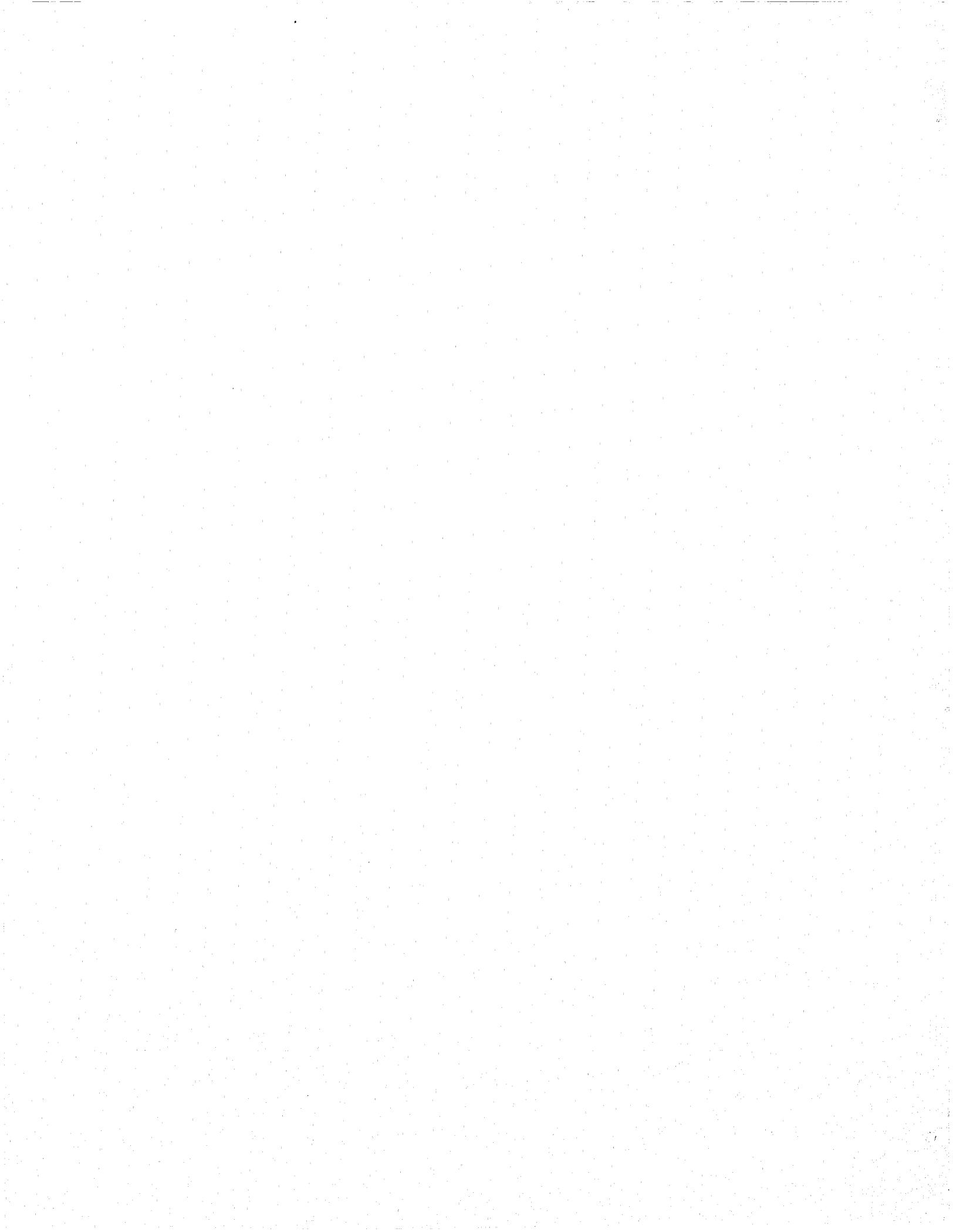
3. LEGAL SERVICES ORGANIZATIONS

<u>Dane County Community Law Office</u>	256-9304 (608)	Most "free" services have some type of income ceiling which they service. Free legal service.
<u>Lawyer Referral Service of the Bar Assn.</u> 402 West Wilson Street Madison, WI. 53702	257-2866 (608)	One-half hour consultation on appointment arranged for \$20 fee.
<u>Legal Action of Wisconsin, Inc.</u> 41 South Mills Street Madison, WI. 53715	256-3304 (608)	Provide representation in consumer area cases. No fee; now income guidelines determined by interview.
<u>Legal Aid Society</u> 1204 West Wisconsin Milwaukee, WI.	765-0600 (414)	No fees but if client not on welfare, must pay court costs; assist with bankruptcies, small claims, eviction and credit problems.
<u>Legal Service Center of Dane County</u> 122 South Pinckney Street Madison, WI. 53703	765-3233 (414)	
<u>Legal Service Center of Dane County</u> 122 South Pinckney Street Madison, WI. 53703	266-0626 (608)	Criminal and juvenile problems only. Application must be made to analyze financial eligibility.
<u>Milwaukee Legal Services</u> 1006 S. 16th St. 53204 2535 W. Center St. 53206 Milwaukee, WI.	278-7722 (414)	Legal help with garnishment, no fee but must pay court costs.
<u>Milwaukee State Bar Lawyer Referral Service</u> 740 N. Plankinton Avenue Milwaukee, WI.	271-3080 (414)	
<u>Milwaukee State Bar Lawyer Referral Service</u> 740 N. Plankinton Avenue Milwaukee, WI.	271-3080 (414)	One-half hour consultation \$10.
<u>State-wide Lawyer Referral Service of the State Bar Association</u> 402 West Wilson Madison, WI. 53703	271-3080 (414)	
<u>State-wide Lawyer Referral Service of the State Bar Association</u> 402 West Wilson Madison, WI. 53703	362-8096 (800)	Will set up a one-half hour consultation with an attorney for \$20. For all counties except Brown, Dane, Milwaukee and Waukesha, which have their own referral services.
<u>Wisconsin Judicare</u> 811 N. First Avenue Wausau, WI. 54401	845-1681 (715)	For 28 northern most counties.

4. NATIONAL OR STATE MANUFACTURERS OR ORGANIZATIONS WITH
CONSUMER INTERESTS AND COMPLAINT DEPARTMENTS

<u>American Motors Corp.</u> Owner Relations Department 14250 Plymouth Road Detroit, MI 48232	493-2000 (313)	
<u>Autocap - Auto Consumer Action Panel</u> National Office: 2000 K Street, N.W. Washington, D.C. 20006	331-8800 (202)	
Local Office: 121 South Pinckney Street Madison, WI 53703	257-3443 (608)	
<u>Better Business Bureau Complaints:</u> Info: 174 W. Wisconsin Avenue Milwaukee, WI	273-0123 273-1600 (414)	
<u>Blue Cross of Wisconsin Customer Service Dept.</u> 401 W. Michigan St. Milwaukee, WI 53203	224-6100 (414)	Handles Blue Cross and Medicare questions and complaints.
<u>Chevrolet Motor Company Zone Office</u> P.O. Box 1998 Milwaukee, WI	964-1041 (414)	
<u>Chrysler Express Complaint Service System</u> 2200 S. Buss Road P.O. Box 367 Elk Grove, IL 60007		
<u>Direct Sellers Association</u> 1730 St N.W. Suite 610 Washington, D.C. 20036	293-5760 (202)	
<u>Ford or Lincoln Mercury Company</u> Owner Relations Department 615 East Michigan Street Milwaukee, WI 53202	273-5383 (414)	
<u>General Motors Corp.</u> Manager, Owner Relations G.M. Building Detroit, MI 48202		

<u>Home Owner's Warranty Corporation (HOW)</u> National Housing Center 15th & M Streets, N.W. Washington, D.C. 20005	452-0450 (202)
<u>International Franchise Association</u> 7315 Wisconsin Avenue Washington, D.C. 20014	652-6270 (301)
<u>MACAP - Major Appliance Consumer Action Panel</u> 20 N. Wacker Drive Chicago, IL 60606	236-3165 (312)
<u>Madison Gas & Electric Customer Information Center</u> 100 N. Fairchild St. Madison, WI 53703	252-7222 (608)
<u>State Chamber of Commerce Wis. Assoc. of Manufacturers & Commerce</u> 120 Wisconsin Avenue Madison, WI 53703	255-2312 (608)
<u>Wisconsin Electric Power Co. Customer Relations Dept.</u> 231 W. Michigan St. Milwaukee, WI 53201	277-3030 (414)
<u>Wisconsin Power & Light Co. Consumer Services Dept.</u> P.O. Box 192 Madison, WI 53701	252-3231 (608)
<u>Wisconsin Public Service Corp.</u> Box 700 Green Bay, WI 54305	433-1517 (414)



END