

Consumer Tips

- Keep your receipts!
- Read and understand contracts BEFORE you sign them.
- Research businesses if you are not familiar with them.
- Use a credit card for online purchases.
- Stay updated and routinely check your credit report.
- Be smart - if an offer is too good to be true, it probably is. **NEVER** give out your Social Security number, credit card or bank account number.

Did your mechanic give you a bill that far exceeds the original estimate?

Did you pay for your car to be repaired and it continues to have the same problem?

Were you illegally towed or overcharged for the tow?

Did your moving company provide you with a Bill of Rights? Did they charge you in excess of your estimate?

Are you an employee who's not getting paid?

Do you need to file a claim in small claims court and need more information on the process?

The Office of Consumer Protection's mission is to ensure a fair and safe marketplace for residents, visitors, and businesses within Miami-Dade County. We do so through the licensing and regulation of various industries, investigating and mediating consumer complaints, and providing consumer protection education to the public.

Directory

Office of Consumer Protection

601 NW 1st Court, 18th Floor, Miami, Florida 33136

786-469-2300

Email: consumer@miamidade.gov

Consumer Mediation Center

786-469-2333 ▪ 786-469-2303 fax

Monday through Friday

Operating Hours 8 a.m. - 4:30 p.m.

Licensing Operations

Operating Hours 8 a.m. - 3:30 p.m.

Email: license@miamidade.gov

For more information about the Office of Consumer Protection, please visit us at www.miamidade.gov/business/consumer-protection.asp.

Consumer Mediation Center 786-469-2333



To file a consumer complaint online, please use the QR code or visit www.miamidade.gov/business/consumer-complaints.asp



To file a for-hire transportation complaint online, please use the QR code or visit www.miamidade.gov/business/transportation-complaints.asp



To file a wage theft complaint online, please use the QR code or visit www.miamidade.gov/business/library/forms/wage-intake-form.pdf



To find out more about regulated businesses and licenses, please use the QR code or visit www.miamidade.gov/licenses/business-licenses-consumer-protection.asp

1718-45792-JDT

Department of Regulatory and
Economic Resources

Office of Consumer Protection



*Ensuring a fair and safe
marketplace for residents,
visitors and businesses*

Office of Consumer Protection

The Office of Consumer Protection enforces consumer protection laws under Miami-Dade County's Uniform Trade Standards and Deceptive Trade Practices codes and regulates and enforces laws relating to specific businesses and occupations.

Regulated Business: The regulated industries and occupations licensed by the office are the following:

- Locksmith companies and locksmiths
- Motor vehicle repair shops and mechanics
- Motor vehicle title loan lenders
- Moving companies
- Pain management clinics
- Personal injury medical providers
- Towing companies
- Vehicle immobilization ("booting") companies
- Water remetering companies and property owners

Consumer Mediation Center: The Office of Consumer Protection operates a Consumer Mediation Center that receives and processes consumer complaints; mediates disputes between consumers and businesses; issues civil citations when businesses violate the law; and makes consumer education and awareness presentations to civic, business, charitable, and educational organizations.

In addition to the industries and occupations listed above, the Office of Consumer Protection also receives and investigates complaints regarding other private businesses throughout Miami-Dade County; maintains the County's domestic partnership registry and administers the County's Wage Theft Program, which provides employees the opportunity to have their claims for nonpayment/underpayment of wages investigated, mediated and/or presented to a Hearing Examiner.

The Consumer Advocate: A unique component of the Office of Consumer Protection, the Consumer Advocate represents the public's interest by taking action against businesses that violate

regulations enforced by the office and by educating business owners about compliance issues related to their industry.

The Consumer Advocate actively promotes consumer education and awareness through a wide range of programs including small claims court presentations, wage theft lectures, and providing proactive information on how to avoid scams related to fraud, identity theft and dishonest business practices.

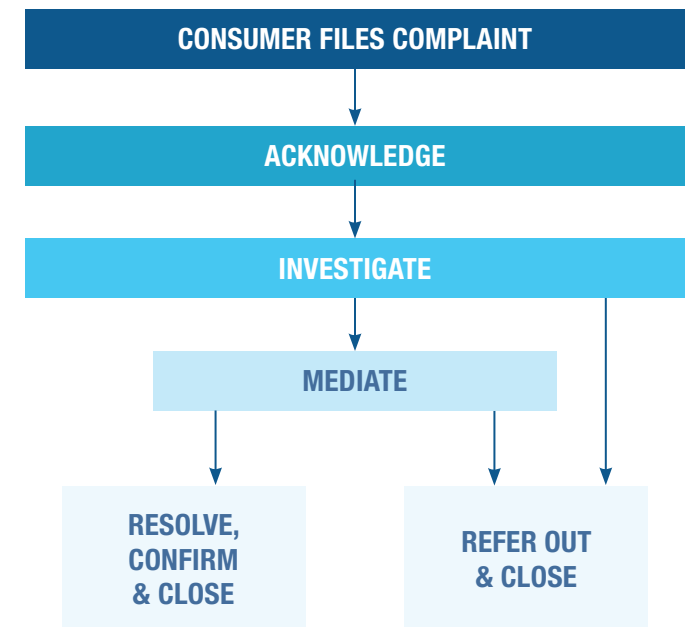
FREE COMMUNITY PRESENTATIONS

Need to go to Small Claims Court? Attend one of our free small claims court presentations. Do you work with a charitable, civic, or educational organization whose members are interested in consumer protection issues? Our office can provide a free presentation about the work of the Office of Consumer Protection and other topics, such as identity theft. Visit our website or contact the Consumer Mediation Center at (786) 469-2333 for more information.



REMEMBER... CONSUMER COMPLAINTS

When filing any complaint, remember to provide all the important facts concerning the transaction as well as how you would like your own complaint resolved. It is helpful if you attach copies or images of all contracts, advertisements, receipts, and any other supporting documentation to prove who, what, when, where and how. Below is the process we use when handling consumer complaints.



Every complaint filed with the Consumer Mediation Center remains a part of our permanent files and is subject to disclosure pursuant to Florida's public records laws.