

New Jersey Division of Consumer Affairs

consumer**brief**

The **Division of Consumer Affairs**, part of the Office of the Attorney General, is your consumer protection agency. Supported by strong consumer protection laws, this agency provides assistance to consumers who have been defrauded in the marketplace.

The Division of Consumer Affairs regulates many types of businesses and activities, resolves consumer complaints, conducts investigations involving companies and stores, and, when necessary, litigates against offenders. In addition, we work to protect your health, safety and welfare by licensing and regulating more than half a million individuals in more than 80 professions and occupations.

OFFICE OF CONSUMER PROTECTION (OCP)

The **Office of Consumer Protection** (OCP) is the unit which enforces the Consumer Fraud Act and its regulations. The office responds to consumer complaints about merchandise and services. The most frequent complaints are about cars, home repair, telemarketing and fraudulent prize notifications.

The **Charities Registration Section** of OCP registers and regulates professional fundraisers and organizations that solicit charitable contributions in New Jersey. The Charities Registration Section can be reached by calling 973-504-6215. Additional information is available at www.njconsumeraffairs.gov/ocp.htm#charity.

The **Consumer Service Center** is the central clearinghouse for complaints and referrals. Consumers who call 973-504-6200 will be connected to a representative trained to assist you with your complaint.

The **Kosher Food Enforcement Bureau** enforces state regulations and requires establishments that sell kosher food to post the Bureau's standards of kosher and to

adhere to those standards. The Bureau can be reached at 973-504-6100.

The **Halal Food Enforcement Bureau** enforces the Halal Food Consumer Protection Act. New Jersey is one of the first states in the nation to ensure that when consumers buy halal foods, they have access to information that will enable them to determine whether they are getting products that have been prepared according to Islamic dietary guidelines. The Halal Food Enforcement Bureau can be reached at 973-792-4217.

Part of the OCP, the **Legalized Games of Chance Control Commission**, administers and enforces the bingo, raffle and amusement game licensing laws; coordinates uniform administration of the laws with municipal licensing authorities; registers organizations that wish to conduct bingos or raffles; monitors the use of proceeds from the games; and licenses amusement game operators, premise providers, equipment providers, manufacturers and distributors.



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Questions and complaints should be directed to the Legalized Games of Chance Control Commission, 124 Halsey Street, Newark, NJ 07102 or you may call 973-273-8000. Go to www.njconsumeraffairs.gov/lgcc.htm on the Web for additional information.

The **Lemon Law Unit** offers consumers a remedy when the new car, used car or motorized wheelchair they purchase turns out to be a “lemon.” The Lemon Law Unit can be reached at 973-504-6226. Go to www.njconsumeraffairs.gov/ocp.htm#lemon on the Web for additional information.

The **Regulated Business Section** registers home improvement contractors, public movers and warehousemen and telemarketers. This unit also licenses athletic/booking agencies, career consulting or counseling services, headhunters, temporary health agencies, nursing registries and home health agencies, prepaid computer job-matching services, modeling and talent agencies, ticket resellers and health spas. The Regulated Business Section can be reached at 973-504-6261. Go to www.njconsumeraffairs.gov/ocp.htm on the Web for additional information.

BUREAU OF SECURITIES

The Bureau of Securities administers and enforces the State’s securities law, registers securities sold in New Jersey, registers persons and firms engaged in the sale of securities or investment advice in the State and responds to investors’ complaints.

Investors are encouraged to check the registration status and disciplinary history of firms and individuals before they invest. Questions and complaints should be directed to the Bureau of Securities, 153 Halsey Street, P.O. Box 47029, Newark, NJ 07101 or you can call 973-504-3600. Go to www.njconsumeraffairs.gov/bos.htm on the Web for additional information.

OFFICE OF WEIGHTS AND MEASURES

The Office of Weights and Measures works in conjunction with county and municipal offices to enforce the New Jersey weights and measures statutes. At least once a year, inspectors check every weighing and measuring device used in commercial transactions, including gas pumps, supermarket scales, unit price scanners and meters used to measure oil deliveries.

If you have a problem with a weights and measures device, try to resolve it with the manager or owner. If they can’t resolve your problem to your satisfaction, contact the New Jersey Office of Weights and Measures at 1261 Route 1 & 9 South, Avenel, NJ 07001 or call 732-815-4840.

PROFESSIONAL AND OCCUPATIONAL LICENSING BOARDS AND COMMITTEES

The Division of Consumer Affairs coordinates and supervises the work of 43 licensing boards and advisory committees that regulate over 80 professions and occupations in New Jersey. Go to www.njconsumeraffairs.gov/boards.htm to learn more about our boards and committees.

HOW TO FILE A COMPLAINT

Before filing a complaint, give the business or licensed professional an opportunity to resolve the problem directly. If you still are not satisfied with the outcome you may contact the Division of Consumer Affairs at 800-242-5846 to request that a complaint form be mailed to you, or you may go to www.njconsumeraffairs.gov/comp.htm to download a complaint form.

*Be an Informed Consumer...
We can Help!*



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