



OUR SERVICES



The Los Angeles County Department of Consumer and Business Affairs (DCBA) works to improve the economic well-being of all people in Los Angeles County, including consumers, workers, immigrants, tenants, and homeowners.

We are happy to serve you.
All of our services are free.

We can provide one-on-one help for your situation, answer your questions, let you know your rights and responsibilities, and help you explore all available options. Reach us by telephone, online, or in person at our offices or a location near you.



CONSUMER COUNSELING & COMPLAINT INVESTIGATION

We can help with:

- Purchases and refunds
- Credit
- Car Sales
- Debt
- Other consumer issues

We can investigate complaints about:

- Consumer fraud
- Real estate fraud
- Immigration services fraud
- Identity theft
- Elder financial abuse

We can refer cases involving serious offenders to local law-enforcement agencies for review, when appropriate.



TENANT AND HOUSING PROTECTIONS

We enforce Rent Stabilization and Tenant Protections Ordinances for homes and mobilehomes in unincorporated areas of LA County and manage LA County's Rent Registry.

We can help with:

- Landlord/tenant disputes
- Eviction protection through the Stay Housed LA program



FORECLOSURE PREVENTION ASSISTANCE

We can help homeowners and landlords with 15 or fewer units:

- Avoid a foreclosure
- Facilitate communication with lenders



SERVICES SUPPORTING INCREASED ACCESS TO JUSTICE



SMALL CLAIMS COURT ADVISORS

We can help you with a Small Claims Court case, including:

- Starting your case
- Serving court papers
- Preparing for court
- Knowing how to pay or collect a judgment



DISPUTE RESOLUTION SERVICES (MEDIATION)

Instead of going to court, we can help you resolve disputes with neighbors, businesses, or others with help from our mediators, who are:

- Trained and certified
- Neutral
- Unbiased

SELF HELP LEGAL ACCESS CENTERS



SHLAC staff provides legal information and resources to patrons so that they can effectively represent themselves in court.

OFFICE OF IMMIGRANT AFFAIRS

We help advance the well-being of immigrants in LA County by providing and connecting you with support services, including:

- Food, health, and education resources
- Free and low-cost legal representation
- Basics of immigration law
- Citizenship processes
- Asylee and refugee resources



CENTER FOR FINANCIAL EMPOWERMENT

We help strengthen the financial health of LA County residents by connecting you to:

- Financial resources
- Free or low-cost checking accounts
- Free income tax preparation services

OFFICE OF CANNABIS MANAGEMENT

We manage LA County's cannabis priorities and policies, help protect consumers, and promote the health and safety of our communities.



OFFICE OF LABOR EQUITY

We help protect and empower workers through education, advocacy, and enforcing LA County's:

- Minimum wage ordinance
- Public Health anti-retaliation ordinance

We educate businesses and workers to help combat human trafficking.

CALL DCBA: (800) 593-8222

Los Angeles County Department of Consumer and Business Affairs

Serving Los Angeles County since 1976

320 W. Temple Street, Suite G-10
Los Angeles, CA 90012

If calling from outside Los Angeles County:
(213) 974-1452



County of Los Angeles Board of Supervisors

Hilda L. Solis, First District
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Janice Hahn, Fourth District
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DCBA Director: Rafael Carbajal

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