



2013



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The Los Angeles County Department of Consumer Affairs is one of the largest local consumer protection agencies in the United States. We work every day to promote a fair and vibrant marketplace through education, advocacy, and complaint resolution.

In 2013, we had a successful year of resolving consumer complaints, fostering a fair business climate, and strengthening communities through consumer education and public outreach. I'm proud to report that we provided individual assistance to over 100,000 consumers and helped them resolve a variety of consumer complaints and disputes.

Last year, we successfully launched an expansion of the County's Homeowner Notification Program to provide direct services to struggling homeowners facing foreclosure. We also built up our investigations unit to fight real estate fraud and foreclosure rescue scams. Consumer Affairs is working hard throughout the County to keep residents in their homes.

Consumer Affairs is an innovative, forward thinking department. The Quality and Productivity Commission recognized our online consumer complaint and case management system as one of the most innovative projects in the County, and we were proud to receive the Silver Eagle award. This innovation has helped Consumer Affairs resolve more complaints, in less time, with more positive results.

Speaking of innovation, we also launched a new website in December that uses a responsive website design that automatically adapts to your computer or mobile device. The new design provides you with an improved online experience and helps you access our wealth of online consumer information.

We expanded our mediation program in 2013 to include a new partnership with the Los Angeles County Superior Court. We now provide on-the-spot mediations in the courthouse in addition to operating our community mediation program that helps consumers, businesses, and neighbors resolve their disputes.

Two-thousand and thirteen was an exciting year for Consumer Affairs, and we are looking forward to another year of serving Los Angeles County consumers, businesses, and communities. If you need our assistance, please don't hesitate to call us, visit us online, or stop by one of our 11 office locations.