



## A Quick Guide to Broward Resources for: **Consumer Complaints**

This Quick Guide list of resources is taken from the 2-1-1 Resource Database and lists the most frequently given referrals for the area of interest selected. Many of the programs listed in the Quick Guide have multiple locations. If you do not see a program location in your area, we encourage you to dial 2-1-1 or (954) 537-0211 and speak to a 2-1-1 Helpline Counselor.

### **FL Dept of Agriculture and Consumer Services**

#### *FL Agriculture and Consumer Services*

407 South Calhoun Street

Mayo Building

Tallahassee

32399

**Phone:** (800) 435-7352

**FAX:**

**Hours:**

**Spanish Spoken**

**Haitian Creole Spoken**

**Area Served:** State of Florida

**Description:** This division functions as the state's clearinghouse for consumer complaints. The agency assists consumers with information, protection and complaints regardless of whether it regulates that particular enterprise.

1-800-FL-AYUDA ( 352-9832) for Spanish speaking callers

**Eligibility:**

**Intake Procedure:** Clients may call the 800 number or access complaint forms at <http://www.800helpfla.com/ccform.html>

### **Legal Aid Service of Broward County Inc.**

#### *Legal Aid Service - Central Office*

491 North State Road 7

Plantation

33317

**Phone:** (954) 765-8950

**FAX:** (954) 736-2480

**Hours:** Monday-Friday 9am-5pm

**Spanish Spoken**

**Haitian Creole Spoken**

**Area Served:** Broward County

**Description:** Provides general civil legal service to low income citizens in housing, public benefits (TANF, Food Stamps, SSI, access to health care) consumer and family law. Also provides specialized children advocacy services to dependent children in foster care, female juveniles who entered the DJJ system, and dependency/delinquency court cases. Does NOT handle wills, fee-producing cases, criminal or traffic cases.

**Eligibility:** Must be low income citizens and in need of general civil legal service; income eligibility is below 125% of fed poverty level

**Intake Procedure:** Appointments preferred, walk-ins accepted. Driver's license required.