

# GOVERNMENT OF THE DISTRICT OF COLUMBIA DCRA OFFICE OF CONSUMER PROTECTION (OCP)



**In these tough economic times, we know that every dollar you spend is precious. The Government of the District of Columbia wants to be sure you are getting exactly what you pay for.**

Operating under the authority of the DC Consumer Protection Procedures Act (DC Code § 28-3900 – 3913), the DC Department of Consumer and Regulatory Affairs Office of Consumer Protection (OCP) is aggressively pursuing businesses trying to make a quick buck at the expense of citizens.

## WE WORK FOR YOU:

- INVESTIGATION “Consumer” complaints only: The Office of Consumer Protection (OCP) only investigates cases where the complainant engaged a business for personal use, and has no authority over business-to-business transactions.
- MEDIATION & ENFORCEMENT: Mediation is the Office of Consumer Protection primary means of achieving resolution. Office of Consumer Protection has authority to take enforcement action where any law under DCRA’s authority has been violated, including the CPPA, DC licensing laws, or the DC Construction Code, providing the Office on Consumer Protection with a wealth of enforcement tools to encourage amicable resolution of cases where appropriate.
- EDUCATION: Prevention is the Best Enforcement. Public Outreach is a critical part of the Office on Consumer Protection mission, and one we take seriously.

Call  
(202) 442-4400

Email  
[noreply.consumerprotection@dc.gov](mailto:noreply.consumerprotection@dc.gov)

On the Web  
[dcra.dc.gov](http://dcra.dc.gov)



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DEPARTMENT OF CONSUMER & REGULATORY AFFAIRS