



## CONSUMER PROTECTION

The Department of Business Affairs and Consumer Protection is tasked with protecting Chicagoans from acts of consumer fraud, unfair methods of competition, and deceptive practices. This includes any conduct that violates the Municipal Code sections related to business operations or consumer protection, as well as anything that is an unlawful practice under the Illinois Consumer Fraud and Deceptive Business Practices Act.

**Consumers are urged to use the CHI 311 system (call 3-1-1, use the CHI311 mobile app, or visit [311.chicago.gov](http://311.chicago.gov)) to report fraud or other possible illegal practices by businesses located in Chicago.**

### **HERE ARE SOME EXAMPLES OF THE TYPES OF ISSUES BACP CAN HELP YOU WITH**

- Businesses or contractors who take payment but do not provide the goods or services.
- Retail store complaints, including outdated merchandise, overcharges, false advertising.
- Restaurants complaints, including issues related to sidewalk cafes.
- Businesses operating without the proper licenses.
- Complaints regarding valets, rideshare (Uber, Lyft) or taxi services.
- For home repair work done on a Chicago home, BACP will also investigate complaints against a business or contractor located outside the City.

### **WHILE BACP DOES ITS BEST TO HELP CONSUMERS, SOME BUSINESSES AND PROFESSIONS FALL OUTSIDE BACP'S AUTHORITY. IN SUCH CIRCUMSTANCES, CONSUMERS CAN REACH OUT TO OTHER LOCAL, STATE OR FEDERAL RESOURCES FOR HELP.**

- Illinois Department of Financial and Professional Regulation ("IDFPR"): The IDFPR regulates numerous professions, including accountants, barbers, cosmetologists, and funeral directors.
- Illinois Commerce Commission ("ICC"): The ICC regulates several industries, including public utilities and relocation towing (cars towed from private property).
- Illinois Attorney General: The Attorney General works to protect consumers and businesses that have been victimized by fraud, deception, and unfair competition. It has bureaus that focus on the following areas: Consumer Fraud, Charitable Trusts, Franchises, Health Care and Military/Veterans Rights.
- Chicago Rents Right: Rents Right provides landlords and tenants with help in meeting their legal obligations and exercising their rights. Rents Right also provides mediation and dispute resolution assistance.