

# Consumer Self-Help Resource Guide



The Department of Business Affairs and Consumer Protection investigates consumer fraud complaints and enforces the City of Chicago - Municipal Code. When a complaint is filed with the Department of Business Affairs and Consumer Protection, an investigation is initiated. If there is sufficient information regarding a business operating in violation of city ordinances, the Department files citations against that business at the Department of Administrative Hearings. At the Department of Administrative Hearings, the Department of Business Affairs and Consumer Protection's attorneys represent the City of Chicago; They are not able to represent you, the complaining witness.

If you are seeking restitution or damages as part of your complaint. The Department of Business

Affairs and Consumer Protection may be able to help, but does not act on your behalf or represent you. This does not mean you are without legal remedy; nor does it reflect upon the validity of any claim for damages you may have. To proceed with a claim for damages, you may obtain private legal assistance or represent yourself in a pro se legal action in Small Claims court to recover damages for any economic loss you may have suffered.

Once the Department of Business Affairs and Consumer Protection proceeds with a complaint on your behalf, and you receive a Findings, Decision, & Order from the Department of Administrative Hearings, the resources that follow may help you pursue restitution or other legal remedies.



City of Chicago  
Business Affairs and Consumer Protection  
Mayor Rahm Emanuel

 @ChicagoBACP  /ChicagoBACP

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# Consumer Self-Help Resource Guide

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# What is BACP?

The Department of Business Affairs and Consumer Protection (BACP) regulates the marketplace by enforcing federal, state and local consumer laws and protects against deceptive business practices.

BACP:

- Inspects all businesses to ensure they are properly licensed.
- Inspects grocery stores to verify all scales are accurate and advertised promises are kept.
- Ensures recalled or expired merchandise is removed from store shelves.
- Inspects gas stations to ensure pumps are accurate and the gasoline is not tampered with
- Provide a team of specially trained bilingual investigators to investigate cases of immigration fraud

# What is Consumer Fraud?

“Fraud” is defined as a deliberate deception used to secure unfair, or unlawful, gain or to damage another individual. Consumer fraud encompasses a wide range of deceptive practices in advertising, marketing, sales and the provision of goods and services.

Some examples of fraud include:

- When a product or service does not perform in the manner it was advertised, or represented, to perform.
- When a company overcharges, charges consumers improperly or conceals hidden charges for a product or service.
- When a company improperly imposes unfair terms and conditions in standard form contracts in a manner unfairly disadvantageous to consumers.
- When a corporation markets a product as safe, when the corporation has reason to believe the product is dangerous when used as directed.

Report consumer fraud, by calling 3-1-1  
or [www.cityofchicago.org/bacp](http://www.cityofchicago.org/bacp)

# Additional Consumer Protection Resources

## **Center for Conflict Resolution (CCR)**

CCR works with individuals, communities, courts and other institutions to manage and resolve conflicts. Every year CCR provides free mediation services in more than 2,000 cases; trains hundreds of new mediators and works with dozens of businesses, government agencies and organizations to create custom-designed dispute resolution systems and training programs.

11 E. Adams, Ste. 500, Chicago, IL 60603  
Contact: Marilyn Smith • [ccr@ccrchicago.org](mailto:ccr@ccrchicago.org)  
[www.ccrchicago.org](http://www.ccrchicago.org) • Tel. 312.922.6464 • Fax. 312.922.6463

## **Chicago Legal Clinic (CLC)**

CLC provides pro bono and low-cost legal services to approximately 12,000 lower income Chicagoans through four neighborhood locations. The clinic offers representation in various areas of law, including: family law, aid to victims of domestic violence, guardianship of minors and adults, social security disability claims, decedent's estates, real estate closings, landlord/tenant disputes, immigration and environmental law.

[www.clclaw.org](http://www.clclaw.org) • Tel. (773) 731-1762 • F. 312.731.4264

### **Austin Circle Law Center – full service**

118 N. Central Ave, Chicago, IL 60644; Tel. 773.854.1610, Fax.773.854.1610

Chancery Advice

Daley Center Room 1303; 312.603.3031

### **Downtown Office – full service**

211 W. Wacker, Ste. 750; 312.726.2938

Foreclosure Substantive

2938 E. 91st St; 773.364.1120

### **Pilsen Office – wills and immigration**

1914 S. Ashland Ave, Chicago, IL 60608; 312.226.2669

### **South Chicago Office – full service**

2938 E. 91st St, Chicago, IL 60617; 773.731.1762

## **Chicago Volunteer Legal Services (CVLS)**

CVLS volunteers and staff attorneys represent low-income Chicagoans in a wide variety of civil matters. Some of the many types of cases CVLS handles include divorce, adult and minor guardianship, adoption, tort defense, collection defense, bankruptcy and landlord/tenant matters.

100 N. LaSalle St, Ste.900, Chicago, IL 60602

Mon to Thur: 9a.m. to 5p.m., Fri: 9a.m. to 4p.m.

Contact: Margaret C. Benson, Executive Director

[www.cvls.org](http://www.cvls.org) • Tel. 312.332.1624 • F. 312.332.1460

## **Coordinated Volunteer Legal Services**

CARPLS is a legal aid hotline that provides advice, information and referral services over the telephone and through court-based assistance desks to low-income residents of Cook County, Illinois. Staff and volunteer attorneys provide legal assistance on civil law matters ranging from adoption to zoning to more than 19,000 low-income callers annually.

Legal advice Hotline: (312) 738-9200 – Mon to Fri: 9a.m. to 4:30p.m., Wed: 9a.m. to 7:30p.m.

17 N. State St, Ste.1850, Chicago, IL 60602

Contact: Rise Terney, Executive Director, [info@carpls.org](mailto:info@carpls.org)

[www.carpls.org](http://www.carpls.org) • Tel. 312.738.9200

## **Dial Law**

Tape-recorded messages provide general information about a variety of legal issues. Transcripts are also available online, or may be requested by phone. This service is sponsored by the Chicago Bar Association and the Chicago Public Library.

[www.chicagobar.org/public/diallaw/diallaw.asp](http://www.chicagobar.org/public/diallaw/diallaw.asp) • Tel.312.554.2001 • Text. 312.747.4304

### **Illinois Legal Aid Online**

Illinois Legal Aid Online is an information website requiring internet access. It provides immediate responses to legal question entries., and responses are given with reference to general categories. The staff cannot respond to requests for legal assistance.  
17 N. State St, Ste. 1590, Chicago, IL 60602  
www.illinoislegalaid.org • Tel. 312.977.9047

### **Legal Assistance Foundation of Metropolitan Chicago (LAFMC)**

LAFMC is the largest organization in Chicago and suburban Cook County providing free civil legal services to individuals and families unable to afford legal counsel. LAFMC provides comprehensive legal services on a wide range of civil legal topics through its six intake offices, five of which are neighborhood based. LAFMC also has more than a dozen special projects, including, family law, seniors, HIV/AIDS, domestic violence, health and home preservation.  
111 W. Jackson Blvd, Third floor, Chicago, IL 60604  
Contact: Sheldon H. Roodham, Executive Director, lafmcgo@nextalk.net  
www.lafchicago.org • Tel. 312.341.1070

# Family/Disability Services

### **APNA GHAR Legal Advocacy**

APNA GHAR Legal Advocacy offers aid to domestic violence victims in need of referral legal assistance concerning child support, custody, visitation and divorce cases.  
4753 N. Broadway, Ste. 632, Chicago, IL 60640  
info@apnaghar.org • Tel. 773.334.0173

### **Center for Disability and Elder Law (CDEL)**

The Center for Disability and Elder Law (CDEL) provides representation to low-income individuals with disabilities and the elderly who live in the Cook County area. CDEL has provided assistance in the following legal areas: discrimination (employment, housing, public accommodations, transportation), special education, government benefits (social security, veteran's administration, public aid), foreclosure, bankruptcy, collections and contracts, landlord and tenant, consumer issues, insurance, guardianship, family laws, wills.  
79 W. Monroe, Ste. 919, Chicago, IL 60603  
info@cdelaw.org • Tel. 312.376.1880 • Fax. 312.376.1885

### **Edwin F. Mandel Legal Aid Clinic**

The Mandel Clinic is a legal aid office offering assistance to indigent clients. The clinic offers the following projects: appellate advocacy, civil rights and police accountability, criminal and juvenile justice, employment discrimination, immigrant children's advocacy, housing development and mental health.  
University of Chicago Law School, 6020 S. University Ave, Chicago, IL 60637  
Tel. 773.702.9611 • Fax. 773.702.2063

### **Legal Aid Bureau of Metropolitan Family Services (LABMFS)**

LABMFS provides and mobilizes legal services to low-income residents in Chicago and the surrounding areas in order to strengthen families and communities. To receive service, you must live in Cook County, or have a pending case at either Daley Center, 50 W. Washington St. or Domestic Violence Courthouse, 555 W. Harrison St.  
**Main Office:** 1 N. Dearborn, Chicago, IL 60602  
Tel. 312.986.4200 • Intake 312.986.4200 • Mon to Fri: 9a.m.-12p.m. & 1p.m. to 4p.m.  
**Calumet Center:** 235 E. 103rd St, Chicago, IL 60628  
Tel. 773.371.3600 • Intake 773.371.3697  
**Midway Center:** 3843 W. 63rd St, Chicago, IL 60629  
Tel. 773.884.3310 • Intake 773.884.2290  
In-Home Senior Respite 630.784.4875  
Contact: Mark McHugh, Executive Director, contactus@metrofamily.org  
www.metrofamily.org/programs-and-services/

### **Mujeres Latinas En Accion**

Mujeres Latinas En Accion assists walk-ins in need of legal assistance referrals concerning child support, custody, guardianship and court-ordered visitation.  
2124 W. 21st Pl, Chicago, IL 60608  
kaykellyt@mujereslatinoanenasenaccion.org • Tel. 773.890.7676

### **Northwestern University Bluhm Legal Clinic**

The Bluhm Legal Clinic handles cases dealing in juvenile delinquency, expulsions from Chicago Public Schools, expunging juvenile records and immigration for children under eighteen years old.  
legalclinic@law.northwestern.edu • Tel. 312.503.8576

### **Roger Baldwin Foundation of the ACLU**

The Roger Baldwin Foundation is the litigation arm of the American Civil Liberties Union of Illinois. The organization's legal work includes impact litigation to benefit minorities, women, seniors, homosexuals, individuals who are disabled, institutionalized persons and children in state custody. The CBF's funding supports the Children's Initiative, which serves as a legal advocate for thousands of abused, neglected and troubled children being held in state and county custody in Illinois.  
180 N. Michigan Ave, Ste. 2300, Chicago, IL 60601  
acluofillinois@aclu-il.org • Tel. 312.201.9740 • Fax. 312.201.9760

## Foreign Help

### **Asian Human Services**

Asian Human Services directs its legal services to primarily low-income Asian immigrants and refugees in the areas of personal well-being and family law. These include areas such as immigration, divorce, child custody, housing, employment and public assistance.  
4753 N. Broadway, Ste. 700, Chicago, IL 60640  
info@aidslegal.com • Tel. 773.728.2235 • Fax. 773.728.4751

### **Centro Romero**

Centro Romero provides immigration assistance to Latino immigrants and welcomes walk-ins.  
6216 N. Clark St, Third Fl, Chicago, IL 60611  
romerolegal@aol.com • Tel. 773.508.5300 • Fax. 773.508.5399

### **KANWIN (Korean American Women in Need)**

KANWIN handles cases in domestic violence where victims are in need of counseling and legal services concerning child support, custody and visitation.  
kanwin@ameritech.net • Tel. 773.583.1392

### **Midwest Immigrants' Rights Center**

The Midwest Immigrants' Rights Center serves low-to-moderate income immigrants on immigration matters, including: Visa processing, naturalization, deportation defense, and asylum. Assistance is available by appointment only.  
208 S. LaSalle St, Ste. 1818, Chicago, IL 60604  
Tel. 312.629.1960 • Fax. 312.551.2214 • Tues & Thurs: 11a.m. to 2p.m.

## Government Fraud Services

### **Better Business Bureau of Chicago and Northern Illinois**

330 N. Wabash, Ste. 3120, Chicago, IL 60611  
www.chicago.bbb.org • Tel. 312.832.0500 • Español. 312.832.9803

## Cook County State's Attorney

### Consumer Fraud Division

Consumer Help Line. Tel. 312.603.8700 • Mon to Fri: 8:30a.m. to 4p.m.  
[www.statesattorney.org/index2/consumer\\_fraud.html](http://www.statesattorney.org/index2/consumer_fraud.html)

**Illinois Attorney General Consumer Protection Division**  
Consumer Fraud Hotline. 800.386.5438

**Senior Citizens' Consumer Fraud Hotline.** 800.243.5377  
[www.ag.state.il.us](http://www.ag.state.il.us) • Tel. 312.814.3580

# Housing

### John Marshall Law School Fair Housing Legal Clinic

55 E. Jackson St, Ste. 1020, Chicago, IL 60604  
[fairhousingclinic@jmls.edu](mailto:fairhousingclinic@jmls.edu) • Tel. 312.786.2267

### Lawyers Committee for Better Housing, Inc.

The Lawyers Committee for Better Housing, Inc. serves in landlord/ tenant matters, unsafe housing, evictions, lockouts and utility shutoffs. Potential cases are reviewed twice weekly.  
220 S. State St, Ste. 1700, Chicago, IL 60604  
[lcbh@enteract.com](mailto:lcbh@enteract.com) • Tel. 312-347-7600 • Fax. 312.347.7604

### Uptown People Law Center

Uptown People Law Center serves public aid, disability law and evictions.  
4413 N. Sheridan, Chicago, IL 60640  
Tel. 773.769.1411 • Fax. 773.769.2224

# Other Legal Services

### AIDS Legal Council of Chicago

The AIDS Legal Council of Chicago provides assistance to individuals living with HIV/AIDS with low-to-moderate income in Cook County. The Council deals in social security, discrimination, insurance, public benefit, bankruptcy and employment discrimination.  
180 N. Michigan, Ste. 2110, Chicago, IL 60601  
[info@aidslegal.com](mailto:info@aidslegal.com) • Tel. 312.427.8990 • Fax. 312.427.8419

### Association House of Chicago

The Association House of Chicago provides legal assistance to low-income individuals in the West Town and Humboldt Park areas. The Association works in cases dealing with guardianship, family law, divorce, name change and adoption. It also provides services in Spanish.  
1116 N. Kedzie Ave, Chicago, IL 60651  
[info@associationhouse.org](mailto:info@associationhouse.org) • Tel. 773.772.7170 • Fax. 773.384.0560

### Cabrini Green Legal Aid Clinic (CGLA)

CGLA provides free legal services in the areas of housing, family and criminal law to low-income individuals in the city of Chicago, with preference given to the Cabrini Green community. GCLA also provides services to individuals applying for expungements and executive clemency.  
740 N. Milwaukee, Chicago, IL 60642  
Tel. 312.738.2452 • Fax. 312.850.4783



**Chicago Legal Advocacy  
for Incarcerated Mothers (CLAIM)**

CLAIM assists incarcerated, or formerly incarcerated, mothers in family law cases only and only has intake by phone or in person. Volunteer lawyers conduct law classes at the Cook County Jail and for the Illinois Department of Correction inmates.

70 E. Lake St, Chicago, IL 60604  
ubfi@c-l-a-i-m.org • Tel. 312.675.0912

**Chicago Kent College of Law Tax Clinic**

The Tax Clinic provides superior, ethical representation to hundreds of taxpayers who need assistance asserting their positions and rights before the Internal Revenue Service, yet, lack the financial means to hire a private attorney.

565 W. Adams St, Chicago, IL 60661  
thechecktaxclinic@kentlaw.iit.edu • Tel. 312.906.5000 • Fax. 312.906.5050

**Equip for Equality**

Equip for Equality provides comprehensive legal advice, representation and education to individuals with disabilities in Illinois. The program assists individuals of any age with any type of disability.

20 N. Michigan Ave, Ste. 300, Chicago, IL 60602  
Tel. 312.341.0022

**Farmworker Advocacy Project (FAP)**

The Farmworker Advocacy Project focuses primarily on migrants living in Northern Illinois. FAP represents farmworkers, regardless of immigration status, in disputes over wages, working conditions, housing and field sanitation. FAP assists migrant workers to obtain tax credits, Social Security earnings records and emergency food stamps. Additionally, FAP advises migrant workers who are eligible to naturalize.

33 N. LaSalle St, Ste. 900, Chicago, IL 60602  
Tel. 847.668.2114 • Fax. 312.216.1875  
Jewish United Fund Community Legal Services  
3003 W Touhy, Chicago, IL 60626  
lawyers@juf.org • Tel. 847.568.1525

**John Marshall Law School**

Veterans' Legal Support Center  
315 S. Plymouth Ct, Chicago, IL 60604  
Vlsc@jmls.edu • Tel. 312.360.2656

**Lawyers for Creative Arts (LCA)**

LCA provides artists with legal services in all art-related areas and in general legal areas where artists may need help. LCA typically deals with copyright, trademark and other intellectual property matters, in addition to general business, all types of contracts, landlord and tenant matters, immigration, employment, taxes and other areas.

213 W. Institute Pl, Ste. 403, Chicago, IL 60610  
wrattner@law-arts.org • Tel. 312.649.4111

**Leadership Council for Metropolitan Open Communities**

The Legal Action program of Dr. Martin Luther King's Leadership Council for Metropolitan Open Communities provides free investigations and legal services to those who may have experienced discrimination in the search for housing (rental or home purchases), home loans or other real estate related services. Additionally, the Council regularly monitors area real estate and lending practices.

111 W. Jackson Blvd., Twelfth floor, Chicago, IL 60604  
Contact: John Lukehart, Executive Director • Tel. 312.341.5678 ext.246  
Tel. 312.341.5678 • Fax. 312.341.1958

### **Lifespan**

Lifespan helps domestic violence victims in need of counseling and legal services concerning child support, custody and visitation.  
20 E. Jackson, Chicago, IL 60604  
lifespans@life-span.org • Tel. 312.408.1210

### **Loyola University Chicago Community Law Center**

25 E. Pearson, Chicago, IL 60611  
Contact: Theresa Ceko, Clinic Director • loyolachicagolaw@luc.edu • Tel. 312.915.7830

### **Pro Bono Advocates**

Pro Bono Advocates offers service in domestic violence cases and civil orders of protection for low-income residents of Cook County.  
28 N. Clark St, Ste. 630, Chicago, IL 60602  
Mon to Fri: 9a.m. to 11:30a.m.  
heatherm@probonoadvocates.org • Tel. 312.827.2420 • Fax. 312.827.2425

# Legal Clinics and Referral Services

#### **Cabrini Green Legal Aid Clinic**

312.738.2452

#### **CARPLS Legal Aid Hotline**

312.738.9494

#### **Center for Disability and Elder Law**

312.908.4463

#### **Center for Law and Human Services**

312.341.1666

#### **Chicago Bar Association, Lawyer Referral Service**

312.544.2000

#### **Chicago Kent College of Law Legal Services Center**

312.906-5050

#### **Chicago Legal Clinic, Inc.**

312.226.2669 • 773.854.1610 • 312.726.2938

#### **Chicago Volunteer Legal Services Foundation**

312.332.1624

#### **Cook County Advice Desk**

Daley Center, Sixth Fl; Walk-ins only

#### **DePaul Law School Legal Clinic**

312.362.8294

#### **Illinois State Bar Association, Lawyer Referral Service**

312.726.8775

#### **The Institute for Justice**

773.503.8576

#### **Lawyers' Committee for Better Housing**

312.347.7600

#### **Legal Assistance Foundation of Metropolitan Chicago**

312.341.1070

#### **Loyola Law School Legal Clinic**

Elder law Clinic: 312.915.7830

Child law Clinic: 312.915.6481

Tax Clinic: 312.915.7176

Community Law Center: 312.915.7830

#### **MacArthur Justice Center**

773.503.8576

#### **Northwestern University Law School Legal Clinic**

312.503.8576

#### **Technology and Intellectual Property Clinic**

312.362.8294

#### **Uni. of Chicago Mandel Legal Aid Clinic**

773.702.9611

# Additional Referral Services

**Association House**  
773.276.0084

**AIDS Legal Council**  
312.427.8990

**Chicago Legal Clinic**  
773.731.1762

**City of Chicago, Department of Housing**  
866.728.3466

**Cook Co. Hospital(AIDS Legal Council)**  
312.733.8026

**Federal Trade Commission**  
877.382.4357

**Lawyers United for Debt Relief**  
312.939.2221

**Lifespan**  
312.408.1210

**Midwest Community  
on Veterans' Counseling**  
773.722.2601 • 773.826.2244

**Metropolitan Family Services**  
888.239.2227

**Pro Bono Advocates**  
312.827.2400

**Uptown People's Law Center**  
773.769.1410

**Veterans' Resource Center**  
773.684.5500

## Finding a Private Attorney

### **Chicago Bar Association Consumer Lawyer Referral Program**

The Lawyer Referral Service program screens attorneys for experience, the appropriate license to practice in Illinois and assurance the attorneys are in good standing with the Illinois Supreme Court and maintain professional liability insurance. Clients may be referred by an area of law, location or foreign language needs. A \$30 administrative fee for the Chicago Bar Association will be collected as an initial consultation fee with the attorney. The referred lawyer may also charge a fee for time and service, but any additional fee should be discussed directly with the lawyer prior to the meeting. A referral request to receive the name and number of an attorney to contact for assistance may be completed online at [www.chicagobar.org](http://www.chicagobar.org).

Tel. 312.554.2001 • Hearing Impaired. 312.554.2055  
Mon to Fri: 9a.m. to 4:30p.m.

### **Illinois State Bar Association – Illinois Lawyer Finder**

The Illinois State Bar Association provides basic legal information and lawyer referrals online and over the phone. Only basic information is needed and lawyers are referred based on geographic area and the type of legal problem. Once you receive the contact information, you must contact the referred lawyer's office to request an appointment for an initial consultation – the lawyer will not contact you. The referred lawyer has agreed to provide an initial half-hour consultation for a fee not to exceed \$25 – be sure to mention the Illinois Lawyer Finder referral to ensure this rate. You are not obligated to hire the attorney, and the lawyer is not obligated to represent you.

Tel. 217.525.5297 • Toll-Free: 800.922.8757 • Mon to Fri: 9a.m. to 2.p.m.  
[www.illinoislawyerfinder.com](http://www.illinoislawyerfinder.com)

# Pursuing a Pro Se Action in Small Claims Court

In Pro Se actions, you represent yourself before a judge. In Small Claims Court, anyone can sue, or be sued, in any civil matter. The maximum amount litigants may seek in damages is \$1,500. A fee is required for filing a Pro Se action for damages of \$1,500 or less. However, those fees may be recovered in a judgment award.

To file a case in Small Claims Court, visit the 6th Floor of the Daley Center at 50 W. Washington St. There, you will need to write out what happened, when, where and how much you were damaged, as well as any attempts you made to recover damages. You should attach any exhibits you believe may help your case, including copies of contracts, bills, checks, letters and the copy of the City of Chicago Department of Administrative Hearings "Findings, Decisions and Order" you received from BACP. You will also need to provide the legal name of the person, or business, you are trying to sue as well as the address and phone number.

If the plaintiff is filing the suit in Cook County, but the defendant to be served is in another county, the plaintiff must contact that county to ascertain fees and procedure to have defendant served. Defendants usually have the option of transferring a case to a regular civil docket. You may want to consult a private attorney and keep the attorney's contact information on hand in the event this occurs.

Tel. 312.603.5626

For claims over \$1,500, call 312.603.5145 for additional information

## Pro Se Resources

### **Chancery Division Advice Desk**

Assists pro se litigants in the Chancery Division of the Circuit Court of Cook County, particularly those litigants facing mortgage foreclosures. Advises litigants on processes, potential defenses and alternative courses of action.  
Richard J Daley Center, Room 1303, 50 W. Washington Chicago, IL 60602  
Mon to Fri: 9a.m. to 12p.m.

### **The Chicago Bar Association – Your Guide to Law**

General information concerning Pro Se Court is available along with a variety of other legal information in the handbook, "Your Guide to Law."

The guide may be accessed online at  
[www.chicagobar.org/AM/NavigationMenu/Public/GeneralLegalInformation/PublicInformationBrochures/YourGuidetoTheLaw.pdf](http://www.chicagobar.org/AM/NavigationMenu/Public/GeneralLegalInformation/PublicInformationBrochures/YourGuidetoTheLaw.pdf)

### **Clerk of the Circuit Court of Cook County**

The Clerk of the Circuit Court of Cook County provides an Online Self Help Center organized by general topics to help non-lawyers access public resources and information. Small Claims Court forms are also available through its site.  
[www.cookcountyclerkofcourt.org/?section=PROSEPage](http://www.cookcountyclerkofcourt.org/?section=PROSEPage)

### **Collection Self-Help Desk**

Located in the Post-Judgment Collection Court in the Daley Center. Provides referrals, advice and information to pro se debtors and creditors in post-judgment collections. Appointments limited to 26 litigants per day and are made on a first come, first served basis.

Richard J Daley Center, Room 1401, 50 W. Washington Chicago, IL 60602  
Mon, Tues, Thurs & Fri: 9:30a.m. to 12:30p.m.

### **Pro Se Help Desk**

Assistance with understanding and filling out court documents, explanations on how to follow judges' orders. The Help Desk does not provide legal assistance.

Pro Se assistance is also available in Spanish daily from 10a.m. to 3p.m.  
Richard J Daley Center, Room 602, 50 W. Washington Chicago, IL 60602  
Mon to Fri: 8:30a.m. to 4:30p.m. 312.603.5626

### **Pro Se Web Center**

Contains two computer workstations with Internet access to legal resources and information. The Self-Help Web Center does not provide legal assistance; however, law students are on staff to help Pro Se litigants utilize the workstations.

Richard J Daley Center, Room 602, 50 W. Washington Chicago, IL 60602  
Mon to Fri: 8:30a.m. to 4:30p.m.

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# State Agencies

## **Illinois Commerce Commissioner (ICC)**

The ICC's Consumer Services Division provides assistance to consumers in the resolution of informal complaints with regulated utilities and other entities. Informal complaints, as the name implies, are those handled by the Staff that works for the ICC, and are not formally considered by the Commission itself. The informal complaint process is a required step that must be taken before a formal complaint can be filed at the ICC.

<http://www.icc.illinois.gov/consumer/complaint/wizard.aspx>  
Illinois Commerce Commission, 527 East Capitol Ave, Springfield, IL. 62701  
Phone: 1-800-524-0795

## **Department of Financial and Professional Regulation Division of Professional Regulation**

Complaints against any individual or entity regulated by the Division of Professional Regulation may be filed by contacting the Complaint Intake Unit.

[www.idfpr.com/Admin/Complaints.asp](http://www.idfpr.com/Admin/Complaints.asp)  
100 West Randolph Street, Suite 9-300, Chicago, IL 60601  
Phone: 312/814-6910

## **Illinois Department of Insurance**

The Department carries out this mission through effective administration and enforcement of the Illinois Insurance Code and related laws and regulations, including Title 50 of the Illinois Administrative Code.

<https://mc.insurance.illinois.gov/messagecenter.nsf>  
122 S. Michigan Ave., 19th Floor, Chicago, IL 60603  
Phone: 312-814-2420