

FREQUENTLY ASKED QUESTIONS (FAQ) AGENCY INDEX

Area of Concern	State Agency	Website
ABUSE & NEGLECT - Of Children	Nevada Division of Child & Family Services	https://dcfs.nv.gov/
ABUSE & NEGLECT - Of Elderly	Adult Protective Services (APS) – Aging and Disability Services Division (ADSD)	https://adsd.nv.gov/Programs/Seniors/EPS/EPS_Prog/
ACCOUNTING	State Board of Accountancy	https://www.nvaccountancy.com/
AGING SERVICES	Department of Health & Human Services Aging and Disability Services Division	https://adsd.nv.gov/Programs/Seniors/Seniors/
AIRLINE - Complaints, Safety, Security, Service	United States Department of Transportation Federal Aviation Administration	https://www.transportation.gov/airconsumer/file-consumer-complaint https://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/filing_complaint
ALCOHOL, TOBACCO, & FIREARMS	Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)	https://www.atf.gov/san-francisco-field-division/nevada-field-offices
AMERICANS WITH DISABILITIES (ADA)	Americans with Disabilities Act, (ADA)	https://ada.nv.gov/
ANIMAL CONTROL	County or City jurisdiction	(see various county and city websites)
APPRAISERS	Real Estate Division	https://red.nv.gov/Content/Appraisal/Main/
ARCHITECTS	State Board of Architecture, Interior Design and Residential Design	http://nsbaidrd.org/
ATTORNEYS - Lawyers, Referrals	State Bar Association of Nevada	https://nvbar.org/
AUTOMOBILE - Dealerships, Repair & Sales	State of Nevada Department of Motor Vehicles	https://dmv.nv.gov/
AUTOMOBILE - Insurance	Nevada Division of Insurance	https://doi.nv.gov/
AUTOMOBILE - Warranties	Nevada Division of Insurance	https://doi.nv.gov/
BAIL BONDSMEN	Nevada Division of Insurance	https://doi.nv.gov/
BANKS - National	Comptroller of the Currency	www.helpwithmybank.gov
BANKS - Credit Unions	National Credit Union Administration (NCUA)	https://mycreditunion.gov/consumer-assistance-center/complaint-process

BANKS - State	Nevada Financial Institutions Division	https://fid.nv.gov/
BANKS - Banks, Lenders and Other Financial Institutions	Consumer Financial Protection Bureau (CFPB)	https://www.consumerfinance.gov/
BETTER BUSINESS BUREAU	Better Business Bureau (BBB)	https://www.bbb.org/bbb-directory/us/nv
BIRTH CERTIFICATES	County or City jurisdiction	(see various county and city websites)
BLIND SERVICES	Department of Employment, Training & Rehabilitation (DETR) Also, see various county and city websites	https://detr.nv.gov/
BROKERS - Stocks, Securities	Nevada Secretary of State	https://www.nvsos.gov/sos
BUILDERS (as)	Nevada State Contractor's Board	http://www.nvcontractorsboard.com/
BUSINESS LICENSE	County or City jurisdiction	(see various county and city websites)
CANINE HANDLERS	Private Investigators Licensing Board (PILB)	PILB (nv.gov)
CAR TITLE LOAN FRAUD	Nevada Department of Motor Vehicles and / or Private Attorney	https://dmv.nv.gov/
CASHIER'S CHECK (FRAUDULENT)	U.S. Postal Inspector	https://www.uspis.gov/
CHAMBER OF COMMERCE	County or City jurisdiction, (see various county and city websites)	https://www.uschamber.com/co/chambers/nevada
CHARITIES	Nevada Secretary of State	https://www.nvsos.gov/sos/businesses
CHECK CASHING COMPANIES	Nevada Division of Financial Institutions	www.fid.nv.gov
CHILD ABUSE	County or City jurisdiction	(see various county and city websites)
CHILDCARE SERVICES	Bureau of Services for Child Care	https://dpph.nv.gov/
CHILD PROTECTIVE SERVICES	District Attorney Family Support Division/ County or City jurisdiction, (see various county and city websites)	https://dcfs.nv.gov/
CHILD SUPPORT	District Attorney Family Support Division/County or City jurisdiction, (see various county and city websites)	https://dwssnv.gov/Support/
CHIROPRACTIC PHYSICIANS	Nevada Chiropractic Physicians' Board/Complaints	https://chirobd.nv.gov/Home/

CIVIL RIGHTS	Nevada Equal Rights Commission (NERC)	https://detr.nv.gov/NERC
COLLECTION AGENCIES	Nevada Division of Financial Institutions	www.fid.nv.gov
CONCEALED WEAPONS (CCW)	County or City jurisdiction, (see various county and city websites)	https://rccd.nv.gov/Resources/Carry_Concealed_Weapon_(CCW)_Permit/
CONSUMER HEALTH ASSISTANCE	Governor's Office for Consumer Health Assistance (OCHA)	https://adsd.nv.gov/Programs/CHA/Office_for_Consumer_Health_Assistance_(OCHA)/
CONSUMER CREDIT COUNSELLING	Consumer Credit Counseling Services (CCCS)	https://credit.org/cccs/
CONSUMER PRODUCT SAFETY ISSUES	Consumer Product Safety Commission (CPSC)	https://www.cpsc.gov/
CONTRACTORS	Nevada Contractor's Board	http://www.nvcontractorsboard.com/
CORPORATIONS	Nevada Secretary of State	https://www.nvsos.gov/sos
COSMETOLOGISTS	Nevada Board of Cosmetology	https://www.nvcosmo.com/
CREDIT REPAIR COMPANIES	Nevada Financial Institutions Division	www.fid.nv.gov
CREDIT – Fair Credit Reporting Act - FICO Scores	Consumer Financial Protection Bureau (CFPB)	https://www.consumerfinance.gov/
CREDIT REPORTING AGENCIES	Equifax Experian Trans Union	www.equifax.com www.experian.com www.transunion.com
CRYPTOCURRENCY	U.S. Department of Justice National Cryptocurrency Enforcement Team	https://www.justice.gov/actioncenter/submit-complaint
DAY CARE CENTERS - Complaints, Licensing	Nevada Department of Health & Human Services	https://dhhs.nv.gov/
DEBT COLLECTION - Complaints, Licensing	Nevada Division of Financial Institutions	www.fid.nv.gov
DENTISTS	Nevada Board of Dental Examiners	https://dental.nv.gov/
DISTRICT ATTORNEY	Clark County, (see various county and city websites)	https://www.clarkcountynv.gov/government/departments/district_attorney/index.php
DOCTORS - Medical Complaints, Licensing	Nevada Board of Medical Examiners	https://medboard.nv.gov/
CHIROPRACTORS - Complaints, Licensing	Nevada Chiropractic Physicians Board	https://chirobd.nv.gov/Home/

DO NOT CALL REGISTRY	Federal Trade Commission	https://www.ftc.gov/about-ftc
ELDER ABUSE & NEGLECT	County or City jurisdiction, (see various county and city websites)	https://adsd.nv.gov/
ELECTIONS	Clark County Election Department or Federal Elections Commission Nevada Secretary of State	https://www.clarkcountynv.gov/government/departments/elections/index.php https://www.fec.gov https://www.nvsos.gov/sos/elections
EMPLOYEE ASSISTANCE PROGRAM	Nevada Employees Assistance	https://hr.nv.gov/StateEmployees/Employee_Assistance_Program(EAP)/
EQUAL RIGHTS COMMISSION	Nevada Equal Rights Commission	https://detr.nv.gov/NERC
ESCROW AGENCIES & AGENTS	Nevada Mortgage Lending Division	https://mld.nv.gov/
ETHICS COMMISSION	Nevada Commission on Ethics	ncoe@ethics.nv.gov
EVICCTIONS	Las Vegas Township (operated under the direction of LVMPD)	https://nvcourts.gov/find_a_court/justice_courts/las_vegas_township_justice_court
FUNERAL HOMES / CEMETERIES / CREMATORIUMS	Nevada State Funeral Board	https://funeral.nv.gov/
GUARDIANS	Clark County Public Guardian	https://www.clarkcountynv.gov/government/departments/public_guardian_s_office/index.php
HARASSING / OBSCENE CALLS	County or City jurisdiction	(see various county and city websites)
HIGHWAY PATROL	Nevada Highway Patrol	https://nhp.nv.gov/
HOME INSPECTORS	Nevada Real Estate Division	https://red.nv.gov/
HOMEOWNERS ASSOCIATIONS - Complaints, Registration	Office of the Ombudsman for Common- Interest Communities	https://business.nv.gov/Homeowner/Homeowners_Association_Complaints/
HOMEOWNERS INSURANCE	Nevada Insurance Division	https://doi.nv.gov/
HOMEOPATHIC MEDICINE	Nevada State Board of Homeopathic Medical Examiners	https://nvbhme.org/
HOSPICE - Complaints, Licensing	Bureau of Health Care Quality & Compliance	https://dpbh.nv.gov/
HOSPITAL PATIENTS	Nevada Governor's Health Ombudsman	https://dpbh.nv.gov/
HOUSING DIVISION	Nevada Department of Business & Industry Housing Division	https://housing.nv.gov/

HOUSING COALITION	National Low Income Housing Coalition	https://nlhc.org/
INVESTMENT FRAUD	United States S. Securities and Exchange Commission - Office of Investor Education and Advocacy	https://www.sec.gov/page/oiasectionlanding
LABOR COMMISSIONER - Complaints	Nevada Labor Commission	https://labor.nv.gov/
LANDLORD / TENANT - Complaints, Licensing LEGAL AID ISSUES	Nevada Real Estate Division, Nevada Legal Aid Center of Southern Nevada, Nevada Legal Services, Northern Nevada Legal Aid, State Bar of Nevada, United States Department of Housing and Urban Development	https://red.nv.gov/ https://www.lacsn.org/ https://nevadalegalservices.org/ https://www.nnlegalaid.org/ https://nvbar.org/for-the-public/pro-bono-for-the-public/ https://www.hud.gov/states/nevada/renting/tenantrights
MASSAGE - Complaints, Licensing	Nevada State Board of Message Therapy	https://massagertherapy.nv.gov/
MEDICAL EXAMINERS - Complaints, Licensing	Nevada Board of Medical Examiners	https://medboard.nv.gov/
MOBILE HOMES - SEE MANUFACTURED HOUSING	Nevada Housing Division	https://housing.nv.gov/ManfHousing/Compliance/
MORTGAGES - Complaints, Licensing	Mortgage Lending Division	https://mld.nv.gov/
MOVERS - IN NEVADA ONLY	Nevada Transportation Authority	https://nta.nv.gov/Forms/Complaints/
MOVERS - OUT OF STATE	Federal Motor Carrier Safety Administration	https://www.fmcsa.dot.gov/protect-your-move/file-a-complaint
OPTOMETRY - Complaints, Licensing	Nevada Board of Optometry	https://nvoptometry.org/
ORIENTAL MEDICINE - Complaints, Licensing	Nevada Board of Oriental Medicine	https://orientalmedicine.nv.gov/
ORTHODONTISTS - Complaints, Licensing	Nevada State Board of Dental Examiners	https://dental.nv.gov/
OSTEOPATHIC MEDICINE - Complaints, Licensing	Nevada Board of Osteopathic Medicine	http://nsbom.org/
NURSING HOMES - Complaints, Licensing	Nevada Department of Health and Human Services Nevada Division of Public and Behavioral Health	https://dpbh.nv.gov/Reg/HealthFacilities/dta/Complaints/HCQC-Complaint-Form/
PASSPORTS - Lost or Stolen in United States	United States Department of State, Bureau of Consular Affairs	https://travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html
PAWN BROKERS - Complaints, Licensing	Las Vegas Metropolitan Police Department (LVMPD)	https://www.lvmpd.com
PAYDAY LOANS	Consumer Financial Protection Bureau (CFPB), Nevada Financial Institutions Division	https://www.consumerfinance.gov/ https://fid.nv.gov/

PEST CONTROL - Complaints, Licensing	Nevada Department of Agriculture	https://agri.nv.gov/
PHARMACY/PHARMACIST - Complaints, Licensing	Nevada Board of Pharmacy	https://bop.nv.gov/
PHYSICAL THERAPY - Complaints, Licensing	Nevada Physical Therapy Board	https://ptboard.nv.gov/
PLUMBING - Complaints, Licensing	Nevada Board of Plumbing Examiners	https://www.nbope.org/
POSTAL SERVICE - Complaints	United States Postal Service, Office of Inspector General	https://www.uspsig.gov/hotline
PREDATORY LENDING - Loan companies, Mortgage lenders (not banks)	Nevada Financial Institutions Division, Nevada Mortgage Lending Division	https://fid.nv.gov/ https://mld.nv.gov/
PROPERTY MANAGEMENT - Complaints, Licensing	Nevada Real Estate Division	https://red.nv.gov/
PROPERTY TAXES - (Clark County Only)	Clark County, Nevada Treasurer, Clark County, Nevada Assessor	https://www.clarkcountynv.gov/government/elected_officials/county_treasurer/index.php https://www.clarkcountynv.gov/government/assessor/index.php
PSYCHOLOGISTS - Complaints, Licensing	Nevada Board of Psychological Examiners	https://psyexam.nv.gov/
RAFFLES	Nevada Gaming Control Board, Gaming Commission	https://gaming.nv.gov/
REPOSESSORS - Complaints, Licensing	Nevada Private Investigators Licensing Board (PILB)	https://pilb.nv.gov/
RESIDENT AGENTS	Nevada Secretary of State	https://www.nvsos.gov/sos
RESTAURANTS - Inspections	Southern Nevada Health District	https://www.southernnevadahealthdistrict.org/
SECURITIES - Securities Fraud	Nevada Secretary of State	https://www.nvsos.gov/sos
SEXUAL HARASSMENT	Nevada Equal Rights Commission	https://detr.nv.gov/NERC
SPEECH - Language, Pathology, Audiology and Hearing Dispensing	State of Nevada Speech-Language Pathology, Audiology & Hearing Aid Dispensing Board	https://www.nvspeechhearing.org/
STATE LAND CONSTRUCTION - Complaints	Nevada Public Works Division	https://publicworks.nv.gov/
STUDENT LOANS - Fraud, Other Issues	Consumer Financial Protection Bureau (CFPB), Federal Trade Commission, or Federal Student Aid Ombudsman's Office (FSA)	https://www.consumerfinance.gov/ https://www.ftc.gov https://fsapartners.ed.gov/help-center/fsa-customer-service-center/service-centers-for-students/office-of-the-ombudsman-fsa

SUBSTANCE ABUSE	Substance Abuse and Mental Health Services Administration	https://www.samhsa.gov/
TATTOO / BODY PIERCING	Department of Health and Human Services Nevada Division of Public and Behavioral Health, Southern Nevada Health District	https://dphh.nv.gov/Reg/Invasive_Body_Decoration_(Tattoo)/Invasive_Body_Decoration/ https://www.southernnevadahealthdistrict.org/
TAXATION - Licensing, Sales Tax	Nevada Department of Taxation	https://tax.nv.gov/
TAXICAB - Complaints	Nevada Taxicab Authority	https://taxi.nv.gov/
TELEMARKETING - Complaints, Do Not Call List	Federal Trade Commission	https://www.ftc.gov/
TERRORISM	Department of Homeland Security	https://www.dhs.gov/
TIMESHARES - Complaints	Nevada Real Estate Division	https://red.nv.gov/
TITLE COMPANIES - Complaints, Licensing	Nevada Division of Insurance	https://doi.nv.gov/
TOWING - Complaints	Nevada Transportation Authority	https://nta.nv.gov/
TRADE SHOWS	Las Vegas Convention & Visitors Authority	https://www.lvcva.com/
UNCLAIMED PROPERTY	Nevada State Treasurer	https://www.nevadatreasurer.gov/
UNEMPLOYMENT	Department of Employment, Training & Rehabilitation (DETR)	https://detr.nv.gov/NERC
UNITED STATES CUSTOMS	United States Customs and Border Protection	https://www.cbp.gov/
UTILITIES - NV Energy, Southwest Gas	Public Utilities Commission of Nevada	https://puc.nv.gov/
VITAL RECORDS - Birth, Death Certificates, (Clark County only)	Southern Nevada Health District	https://www.southernnevadahealthdistrict.org/
VETERANS AFFAIRS	Nevada Department of Veterans Services United States Department of Veterans Affairs	https://veterans.nv.gov/ https://www.va.gov/
VETERINARY MEDICINE - Complaints, Licensing	Nevada Board of Veterinary Medical Examiners	https://nvvetboard.nv.gov/
WELFARE	Nevada Division of Welfare and Supportive Services	https://dwss.nv.gov/
WRONGFUL TERMINATION	Nevada Equal Rights Commission	https://detr.nv.gov/NERC