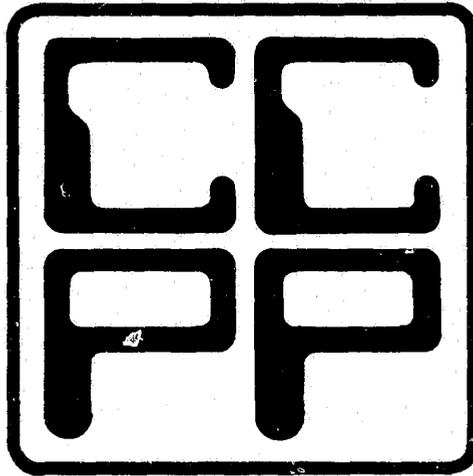


# COOPERATIVE CONSUMER PROTECTION PROGRAM



## COMPLAINT DATA SYSTEM

46881

DEPARTMENT OF CONSUMER AFFAIRS  
DIVISION OF CONSUMER SERVICES



COOPERATIVE CONSUMER PROTECTION PROGRAM  
DIVISION OF CONSUMER SERVICES

COMPLAINT DATA SYSTEM  
1021 O STREET, ROOM A-506  
SACRAMENTO, CALIFORNIA 95814  
TELEPHONE: (916) 445-1513



NCJRS

APR 19 1978

## USER'S CONFIDENTIALITY STATEMENT

ACQUISITIONS

AGENCY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DESIGNATED REPRESENTATIVE: \_\_\_\_\_

ALL INFORMATION CONTAINED IN THE DATA FORMS AND REPORTS IS EXEMPT FROM DISCLOSURE LAWS WITH THE EXCEPTION OF CRIMINAL HISTORY INFORMATION, WHICH MUST BE MADE AVAILABLE TO A REQUESTING RESPONDENT. CRIMINAL HISTORY INFORMATION, AS DEFINED IN OUR SYSTEM, CONSISTS OF DATA RELATING TO CRIMINAL ACTIONS CONTAINED IN THE "ACTION FILED", "ACTION TAKEN" AND "MONEY AWARDED/MEDIATED" SECTIONS OF THE FOLLOW-UP DATA FORM.

THE PROGRAM OFFICE WILL MAKE AVAILABLE TO A REQUESTING RESPONDENT ONLY THE CRIMINAL HISTORY PORTION OF COMPLAINT INFORMATION RELATING TO THAT RESPONDENT.

USER AGENCIES ARE REQUIRED TO FOLLOW THE SAME PROCEDURES AS THE PROGRAM OFFICE, WITH THE FOLLOWING EXCEPTION: NO USER AGENCY CAN DISCLOSE ANY CRIMINAL HISTORY INFORMATION ENTERED BY ANY OTHER AGENCY. A USER CAN ONLY DISCLOSE INFORMATION WHICH IT HAS ENTERED INTO THE SYSTEM.

THE PROGRAM OFFICE WILL REFER ALL INQUIRIES FROM NON-USER OR PRIVATE CONSUMER PROTECTION AGENCIES, OR THE GENERAL PUBLIC REGARDING STORED COMPLAINT INFORMATION TO THE USER AGENCY(S) THAT SUBMITTED THE DATA, UNLESS THE INQUIRY RELATES TO INFORMATION THAT THE USER AGENCY HAS RESTRICTED. IN THAT CASE, NO REFERRAL WILL BE MADE, NOR WILL INFORMATION BE DISCLOSED.

PUBLIC OR NON-USER AGENCY INQUIRIES WHICH COME DIRECTLY TO THE USER AGENCY, OR WHICH ARE REFERRED BY THE PROGRAM OFFICE, WILL BE HANDLED ACCORDING TO EACH AGENCY'S CURRENT DISCLOSURE PROCEDURES. UNDER NO CIRCUMSTANCES WILL DATA ENTERED BY OTHER USER AGENCIES BE DISCLOSED. IN OTHER WORDS, AN AGENCY MAY DISCLOSE WHATEVER INFORMATION IT WISHES TO MAKE AVAILABLE, PROVIDED IT DOES NOT DISCLOSE DATA ON ITS REPORTS WHICH WAS ENTERED BY ANOTHER AGENCY.

I UNDERSTAND THAT ALL MATERIALS RELATING TO THE COMPLAINT DATA SYSTEM TO WHICH MY STAFF AND I HAVE ACCESS ARE TO BE KEPT CONFIDENTIAL AS DESCRIBED ABOVE. WE SHALL ALSO SAFEGUARD THE DATA BY LOCKING IT UP AT THE CLOSE OF EACH DAY, ON WEEKENDS, AND DURING WORKING HOURS WHEN IT MUST BE LEFT UNATTENDED.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

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## I. PROGRAM OVERVIEW

The Cooperative Consumer Protection Program is housed in the Department of Consumer Affairs' Division of Consumer Services. Its purpose in establishing and maintaining a statewide consumer complaint data system is to provide a timely, extensive communications network which will assist law enforcement, regulatory and other consumer protection agencies in their efforts to reduce consumer fraud.

The ability to share all available information regarding complaints, as well as user agencies' activities relating to them, will eliminate duplication of effort and will build better civil, criminal and administrative cases resulting in greater penalties, restitution and impact.

By identifying illegal activities and deceptive practices early on, responsible agencies can take steps to eliminate those activities before widespread damage is done. Early action, like substantive penalties/restitution, will serve as a deterrent to other would-be violators and thus provide a major tool with which to prevent consumer fraud.

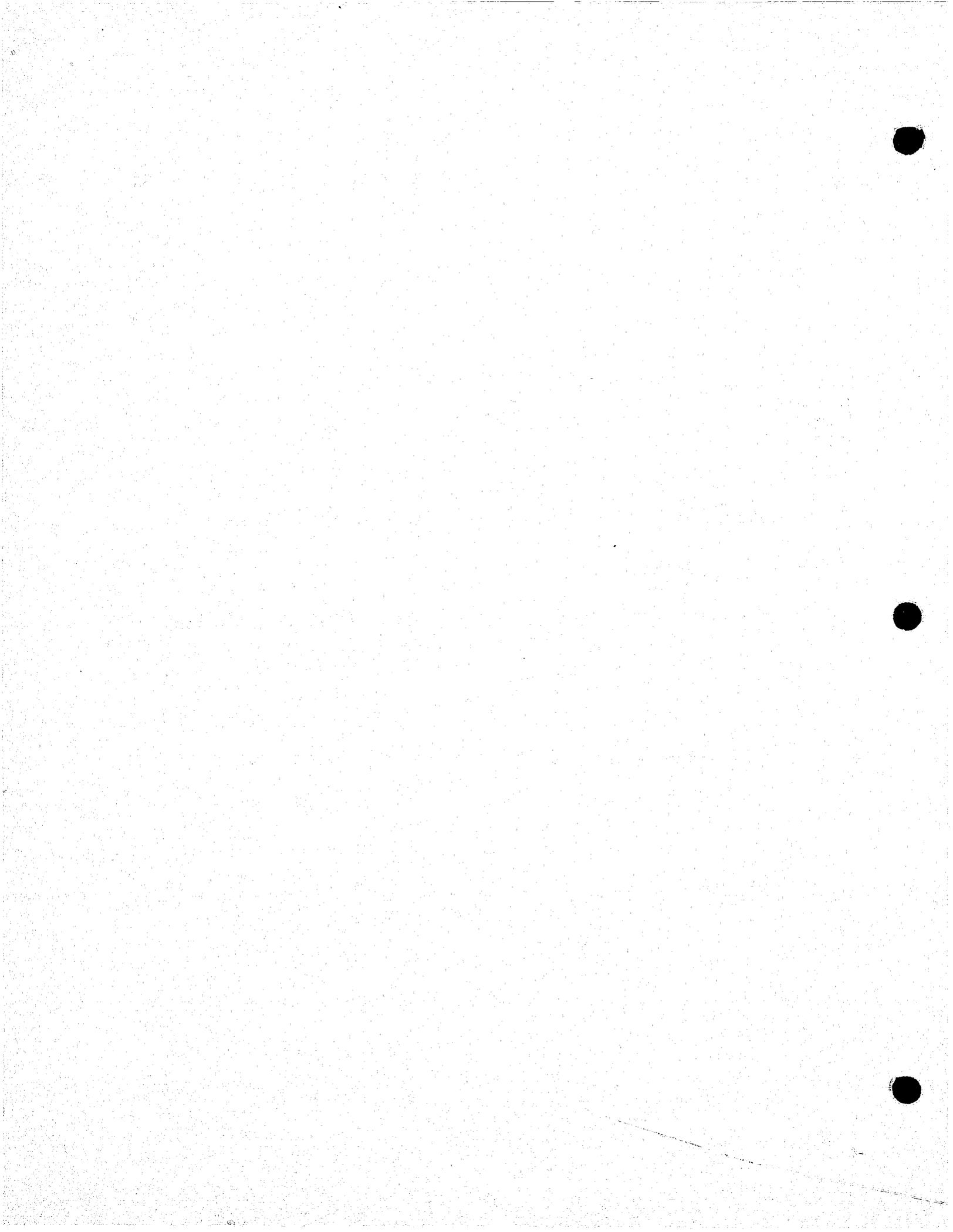
Requests for information, training, additional user's manuals, forms, and routine or special computer runs should be directed to the Program Office.

Address your requests to:

Department of Consumer Affairs  
Cooperative Consumer Protection Program  
1021 O Street, Room A-506  
Sacramento, California 95814

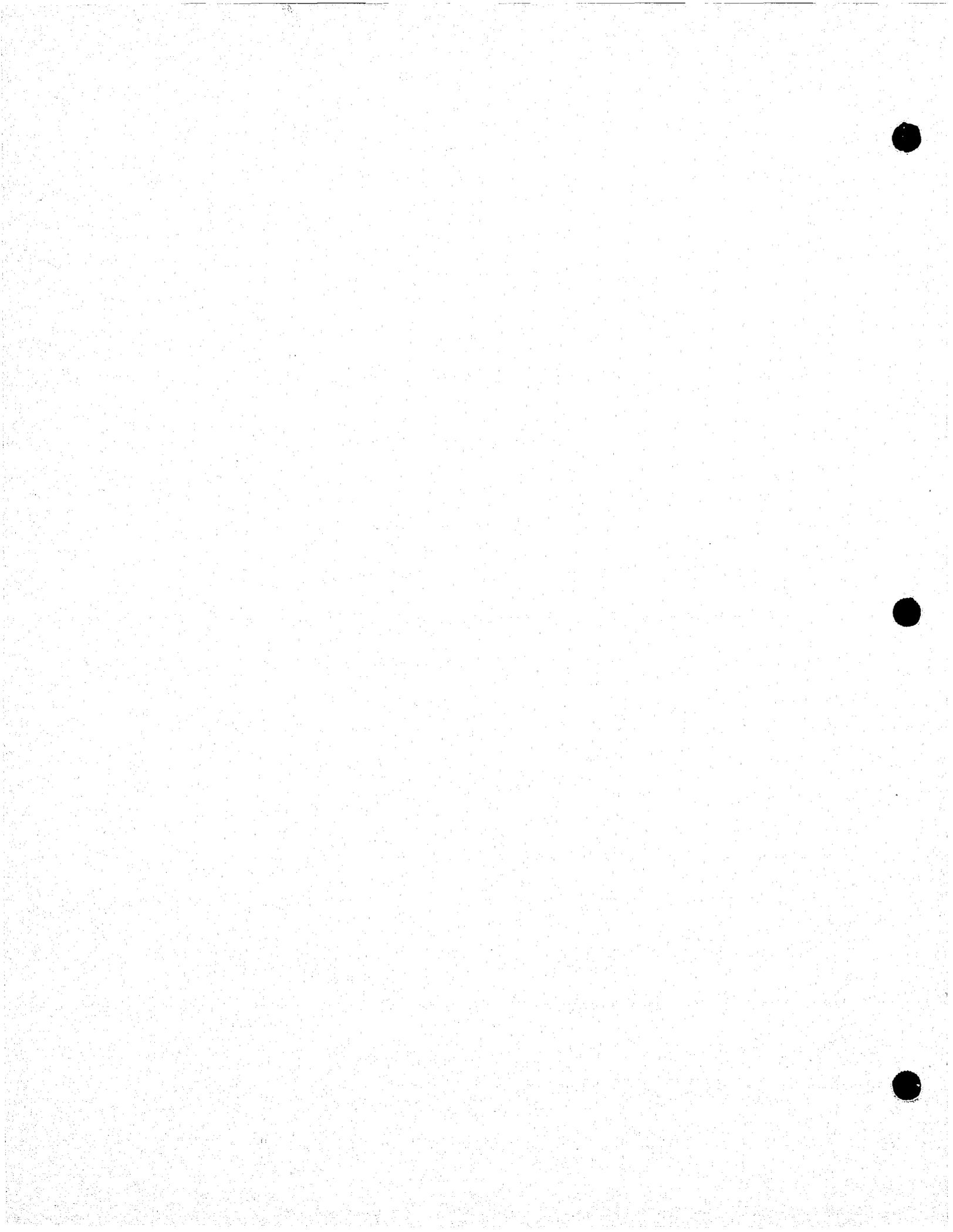
Or telephone:

(916) 445-1513



## II. TERMINOLOGY

Area	The county or state in which the complainant resides or the respondent does business.
CF	Signifies the Consumer Fraud Unit of the Attorney General's Office.
Complainant	An individual or business that has filed a complaint with a consumer agency.
CPA	Signifies a county consumer protection agency (governmental unit)
Current File	The three most recent years of data input into the system, plus all open complaints.
DA	Signifies a district attorney consumer fraud division.
Field	A specific group of spaces designating a particular item of information to be captured during computer processing.
History File	Data stored in the system consisting of closed complaints more than three years old. (The history file can be accessed for special studies and reports).
Non-user Agency	An entity which does not participate in the CCPP, but which receives, mediates, takes action on, refers or transfers consumer complaints.
Primary Name	The first, or legally correct, name established in the system for a particular respondent.
RA	Signifies a state regulatory agency (board, bureau, commission, committee, etc.)
Respondent	An individual or business against whom a complaint has been lodged.
Respondent Name	The name under which an individual or business operates in a particular community.
User Agency	A governmental entity which participates in the CCPP by entering complaint information on forms used for data input, and by receiving and acting on outputs.



### III. GENERAL INSTRUCTIONS

#### INTRODUCTION

The following directives relate to all phases of the input process. Please study them thoroughly before proceeding to specific data form instructions.

1. To ensure that the data recorded in the computer is as consistent and accurate as possible, the number of persons in each agency working with the data forms should be kept to a minimum. Anyone who completes any portion of either data form should have thoroughly read and reviewed this manual and have completed, if possible, a personal training session.
2. After each agency's data forms are sent to the Program Office, they are directly forwarded to the data processing units for keypunching and processing. Therefore, the necessary review and proofreading of all information placed on the data forms and all required category selections must be completed prior to submission. Since the keypunchers will type exactly what they see and send back anything that is unclear or illegible, staff working with the data forms must make every effort to submit complete, accurate, and legible documents. Time (and money) will be saved for everyone involved if this is done.
3. The integrity of the entire system is dependent upon the conscientiousness of each person working with the data forms. In order to avoid errors in the transcription of data, the following special instructions should be carefully followed:
  - a. All entries must be legible. Typewrite or print (use ink) every entry clearly. Do not make handwritten entries.
  - b. Entries must not exceed spaces provided. Enter only one letter or number per space.
  - c. All mandatory categories must be completed in order for the complaint to be accepted into the system.
  - d. A circle around a selected category code number on the data form must encompass only that one desired code number. Circling more than one will result in inaccurate data or a rejected data form. This instruction does not preclude multiple choices, but is meant to ensure that each circle clearly denotes a single code.

e. When entering data:

- (1) Place a slash through all zeros (Ø) to distinguish them from the letter "O".
- (2) Place a line under all number ones (1) to distinguish them from the letter "I".
- (3) Fill all date fields with zeros where necessary; e.g., August 8, 1977 should be input as Ø8Ø877.

EXAMPLES:

Respondent Name

B	I	G	1	Ø	H	A	M	B	U	R	G	E	R	S
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

"Big 10" Hamburgers

Transaction Date

Ø	8	Ø	8	7	7
---	---	---	---	---	---

August 1977

- f. Care must be exercised from the outset when entering Identification Numbers, since they represent the only means of consolidating various data inputs relating to a particular complaint. In addition, the sequence number used for each separate complaint in a user agency must follow a consecutive pattern in order for the computer to accept the data. By adhering to an absolute sequence policy, we can insure that none of your documents are lost or otherwise unprocessed.
- g. The original of each data form must be submitted to the Program Office. At least one copy should be retained by the Agency.









### III. GENERAL INSTRUCTIONS

#### A. ORIGINAL DATA FORM

The original data form is the document used to enter basic information regarding a new complaint. It contains mandatory categories which must be completed in order for the computer to accept the complaint, as well as optional categories that you may find useful for tracking or report purposes. It is left entirely to each user agency's discretion whether data is collected on any or all of the optional categories.

The instructions for each category of information are detailed in the order in which they appear on the data form.

#### IDENTIFICATION NUMBER (mandatory)

Each complaint is assigned an identification number by the agency which initially receives it. It is a 14-digit number denoting the agency code, the month, day and year the complaint was received, and a numeric sequence.

EXAMPLE: The number 

1	3	7	0	1	3	1	7	7					5	0
---	---	---	---	---	---	---	---	---	--	--	--	--	---	---

 denotes the following:

- 137 - Agency code for San Diego County District Attorney. (See Reference Section "F")
  - 013177 - Complaint received January 31, 1977.
  - 50 - The fiftieth complaint received by that Agency during the month of January 1977.
- You do not have to enter zeros preceding the sequential number, but you must be sure that the last digit of the number is in the last space at the right.

RIGHT 

			5	0
--	--	--	---	---

WRONG 

5	0		
---	---	--	--

Each succeeding complaint must have a sequence number consecutive to the complaint which preceded it. You may use your own sequential system if you do not skip numbers. You may start again with number "1" whenever it is appropriate to your operation, provided you do not do so more frequently than once a month.

EXAMPLES:

	<u>Monthly</u>		<u>Yearly</u>
Jan. 1, 1977	□ □ □ 1	Jan. 1, 1977	□ □ □ 1
Jan 31, 1977	□ □ 31 0	Dec. 31, 1977	□ 9 2 0 5
Feb. 1, 1977	□ □ □ 1	Jan. 1, 1978	□ □ □ 1
Feb. 28, 1977	□ □ 2 4 7	Dec. 31, 1978	1 0 2 1 5

NOTE: If the complaint is initiated as a result of a "Notice of Violation", use the date of the notice as the date received. A date in any category of the original or follow-up data forms cannot precede the date in the "Identification Number", or the system will reject the document(s).

CHANGE DATE

Do not fill out this category when inputting a new complaint. See General Instructions Section C-1, page 85 for changes to existing complaints.

RESPONDENT NAME/OTHER KNOWN NAMES

This is the most important category on the Original Data Form. It is the means by which all users will be able to identify the scope and severity of complaints about a particular individual or business. A simple error in spelling, abbreviating or spacing will negate the system's ability to group and match like complaints. PLEASE FOLLOW THE INSTRUCTIONS CAREFULLY!

905 RESPONDENT NAME (mandatory)

1. Before entering, check the Standardized List of Respondent Names (See Reference Section "D" for correct title and spelling). If the respondent's name does not appear on the Standardized List of Respondent Names, refer to other complaints already on your Agency Complaint Listing. As a last resort, refer to the respondent's listing in the appropriate telephone directory.
2. DO NOT PUNCTUATE.
3. Individual: Last name, first name, middle name or initial. Do not use titles such as Doctor (Dr), Professor (Prof), or Mister (Mr). Use Missus (Mrs) only if the woman's first name is not available. Do not abbreviate any name with the exception of Missus (Mrs). St (Saint) is not considered an abbreviation if that is the normal spelling of an individual or business name.

EXAMPLE:

JONES FRANK F

SMITH ROBERT MRS

STPIERRE JANET MARY

4. Business: Enter the legal business name in the sequence in which it appears. Do not abbreviate any part of the name with the exception of the following:

INC CO CORP LTD & (or & or 4)

If there are insufficient spaces to complete the name, enter as much of the name as possible.

EXAMPLES:

THE ELONGATED LEL

JOHN GREEN CHEVROLET

INTERNATIONAL ROADRUNNERS INC

AUNT MARYS FANTASTIC PORTRAIT PLAN OF

(Aunt Mary's Fantastic Portrait Plan of America)

JOHN É ANNIES TOY SHOP

915 OTHER KNOWN NAMES (mandatory)

This category includes all other known names under which the listed respondent does business. In entering, follow all of the rules applying to Respondent Name. If an individual owner of the business is also involved in other businesses, and you wish to be able to track the various associations, you may list him/her as an other known name. Do not however, list his/her other business affiliations unless they are other known names of the listed respondent.

Do not exceed two (2) other known names on a single data form. If additional entries are required, submit another Original Data Form containing only the Identification Number, Change Date (same as in Identification Number), Respondent Name, and additional Other Known Names.

Once an "Other Known Name" or "alias" has been established in the data bank by your agency or another user agency, you do not have to enter it again. To determine if such a name has already been established, check your latest Agency Complaint Listing which will identify all of the applicable names entered to date.

CONTACT NAME (mandatory)

Enter the last name of the person working the complaint. If unknown, enter your agency's designated contact. (See Reference Section "F") If there are insufficient spaces to complete the name, enter as much of the name as possible.

EXAMPLE: Morgenstern would be shown as 

M	O	R	G	E	N	S	T	E	R
---	---	---	---	---	---	---	---	---	---

RESPONDENT AREA (mandatory)

Enter the 2-digit code of the county or state in which the respondent is located. (See Reference Section "B") If the respondent does business in California, but the particular county is unknown, enter "CA".

TRANSACTION DATE (mandatory)

Enter the date that the transaction took place; i.e., date of purchase. If the date is unknown, or partially known, enter as follows:

DATE KNOWN	-	<input type="text" value="0177"/>	January 1977
DATE UNKNOWN	-	<input type="text" value="0000"/>	-
DATE PARTIALLY KNOWN	-	<input type="text" value="0077"/>	1977

INITIAL CONTACT (mandatory)

One of the "Initial Contact" subcategories must be circled. The important word is "Initial". The entry should reflect the place or manner in which the respondent first made contact with the complainant or the complainant first made contact with the respondent. Thus, if the complainant went to Macy's and purchased a pair of shoes on the basis of a newspaper advertisement, the initial contact would be #116 - Newspaper/Magazine although the transaction took place at the seller's premises; but if the complainant merely walked in on impulse, or as the result of a window sign advertising a shoe sale, and purchased the shoes, the initial contact would be #111 - Seller's Premises.

111 Seller's Premises

The initial contact between complainant and respondent took place at the respondent's place of business or on the premises of the respondent's agent, dealer, distributor or franchisee (the complaint is against General Motors, but the initial contact took place in the showroom of a local dealer). This category should not be used if the complainant was attracted to the seller's premises by advertisements or promotional activity, with the exception of window signs and displays or point of purchase advertising.

112 Buyer's Premises

A contact was initiated on the premises of the complainant, whether an individual or a business. This subcategory should be used only when there has been no previous contact between the parties relative to the transaction in question.

113 Non-Regular Seller's Premises

The initial contact was made at a non-regular place of business such as on the street, at a hotel or motel, or in a restaurant, coffee shop, etc.

114 Telephone

The contact between the parties was by telephone, and was initiated by the respondent; or the complainant initiated the call after consulting a telephone directory.

115 Radio/TV

This subcategory is applicable if the radio/TV advertisement included either a request to place an order directly on the basis of the radio/TV ad alone, or interested the consumer in purchasing goods or services at the seller's premises or at home.

116 Newspaper/Magazine

This subcategory is applicable if the newspaper/magazine advertisement included information, forms and/or coupons which interested the reader in the purchase of goods or services.

117 Mail Solicitation

The initial contact came about through advertising or other written information or materials received through the mail.

118 Unknown

Used only when none of the above are applicable. Even if the information submitted lacks detail, the coder should avoid using "unknown" by relying, if possible, on experience to categorize on the basis of that which would be most likely in view of the respondent and nature of the practice involved. "Unknown" is more properly used when there is no true initial contact, such as a complaint involving an automobile accident, where the insurer of the other party has improperly denied the claim of the person filing the complaint.

TRANSACTION PLACE (mandatory)

One of the "Transaction" subcategories must be circled. This category is designed to indicate where or the manner in which the transaction took place. The transaction occurs when the complainant commits himself to the purchase of goods or services. Although the contract or agreement may be subject to final approval by the respondent at its home office, it is irrelevant when selecting the appropriate subcategory.

It is not unusual for the transaction to take place at a location other than where the initial contact was made.

131 Seller's Premises

The transaction occurs on the premises of the respondent or his distributor, franchisee, representative, dealer, etc.

132 Buyer's Premises

The transaction occurs in the complainant's home, or at the complainant's place of business.

133 Non-Regular Seller's Premises

The transaction takes place away from a respondent's regularly established place of business such as on the street, at a hotel or motel, or in a bar, restaurant, etc.

When circling subcategory #133, insert the applicable location in the space provided.

EXAMPLE: 133 Non-Regular Seller's Premises

COFFEE SHOP

134 Telephone

The transaction is consummated during a telephone conversation.

135 Mail

The transaction takes place via correspondence, etc., forwarded by mail.

136 No Transaction

No transaction has taken place. Many people will complain about advertising or other potentially illegal business practices that they have been made aware of through an initial contact, even though they do not subsequently purchase the goods or services.

137 Unknown

Circle this subcategory only if the complainant does not indicate where the transaction occurred, and it is not possible to make an entry based upon your experience with the respondent or others engaged in similar business activities.

PRODUCT/SERVICE (mandatory)

ONLY ONE PRODUCT/SERVICE SUBCATEGORY CAN BE DESIGNATED ON THE DATA FORM.

The "Product/Service subcategories are listed on the reverse side of the data form. After you have selected the appropriate subcategory, circle the related code number and enter that number in the "Product/Service" code box on the front of the data form.

Your "Product/Service" subcategory selection should dovetail as closely as possible to the product or service which is the subject of the complaint. For example, if the complaint involves the purchase of a refrigerator from Sears, "Appliances" and not "General Merchandising" would be the appropriate subcategory designation. If the complaint concerns itself with Sears' general refund policy, "General Merchandising" would be the proper selection. You should try to select the most specific and relevant subcategory available.

If the product or service shown in the complaint is not among those listed on the data form, circle the "Miscellaneous" code, enter it in the "Product/Service" code box on the front of the data form, and write-in the service or product in the "Remarks" section.

The following are explanations of the various subcategories as well as examples and cross references:

1010 Accounting Services

Includes bookkeeping services, accounting services, business management services, public accountants, certified public accountants and business counseling services.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Accountancy.

Do not include tax preparers unless they are also licensed certified public accountants or public accountants.

See: #2090-Tax Preparing Services.

1020 Advertising Agencies/Services

Promotional agencies; agencies that put together phone book covers, etc., for advertising purposes.

Do not include coupon book promotions.

See: #1250-Coupon Books.

1030 Agricultural Equipment/Products

Dairy equipment, crop seeds, farm equipment, tractors, etc.

1040 Animals/Pets

Pet store purchases, farm animals, livestock.

Do not include veterinarian services. See subcategory #2150.

1050 Antiques/Fine Arts

Oil paintings, graphics, sculptures, antique items, ceramics.

1060 Appliances

Sales, service and repair of large and small appliances such as toasters, washing machines, vacuum cleaners, sewing machines, microwave ovens, etc.

This subcategory should also be used when, to your knowledge, the complaint involves any appliance repairs or services regulated by the State Bureau of Repair Services.

1070 Architectural Services

Services of professionals who design and draw up the plans for buildings, etc., and supervise their construction; i.e., architects and building designers.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Architectural Examiners.

1080 Awareness/Religious Programs

Programs not directly conducted by psychiatrists, medical doctors or licensed psychologists in their professional capacities. This subcategory includes normally non-traditional programs, like transcendental meditation, biofeedback, transactional analysis, spiritual self-improvement, etc.

Programs directly conducted by medical, psychiatric, or licensed psychological professionals should be coded as follows:

#1670-Medical Services (Psychologists)

#1920-Physicians and Surgeons (Medical and Psychiatric Doctors)

If you do not know whether or not a program is being conducted by one of these professionals, circle this subcategory.

1090 Banking/Credit Unions/Savings & Loan

State or federally chartered banks, savings & loan associations organized for the purpose of raising money to be loaned, and non-profit corporations (credit unions designed to create a source of credit for their members.)

1100 Barber Shops/Services

Services provided by apprentice and journeyman barbers, barber shops, schools, hair styling and design salons.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Barber Examiners.

1110 Beauty Shops/Services

Services provided by beauty salons, schools, cosmetologists, electrologists, cosmeticians, manicurists, beauticians, wig stylists and instructors of same.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Cosmetology.

1120 Boats/Boat Motors

The sale, manufacture, and/or repair of boats and inboard/outboard boat motors. Also includes marinas.

1130 Books/Magazines/Newspapers

Book clubs, encyclopedia sales, bestsellers, magazines, newspapers. Includes purchases made directly from a general merchandiser, or by subscription with a publisher or sales agent.

1140 Business Opportunities/Franchises

The promotion, selling, offering, or granting of franchises, distributorships, business opportunities, participation in chain distributorship schemes, etc., by contract or lease.

Do not include vending machine promotions in this subcategory. See: #2140-Vending Machines.

1150 Carpets/Draperies/Floor & Wall Coverings

Linoleum, carpets, rugs, draperies, wallpaper, paneling, etc., installed or otherwise.

1160 Catalogue Sales

Goods purchased from a catalogue supplied by the respondent; whether the catalogue is located at respondent's premises, at complainant's home, or at another site. Includes catalogue merchandise ordered through the mail (mail order).

1170 Cemetery Services/Products

Sales and servicing of cemetery plots, memorial tablets, monuments, vaults, crypts and columbariums. Includes pre-need (prepaid) items such as grave sites, liners, openings, markers and flowers purchased on installment plans.

This subcategory should also be used when, to your knowledge, the complaint involves any other products or services regulated by the State Cemetery Board.

1180 Charitable Solicitations/Promotions

The solicitation, on behalf of charities or non-profit organizations, of contributions of cash, services and/or merchandise; e.g., Purple Heart, Salvation Army, United Way, etc.

The furtherance of an enterprise or cause through the sale of products or services, with all or a portion of the proceeds being forwarded to charity.

EXAMPLE: The promotion of newspaper subscriptions, with the first two months' proceeds being forwarded to a non-profit school for the blind.

1190 Clothing/Jewelry/Accessories

Coats, hats, rings, watches, shoes, purses, etc.

1200 Collection Agencies

Dunning and collection services by an individual or business for the purpose of collecting debts owing to others.

This subcategory should also be used when, to your knowledge, the complaint involves any collection services regulated by the State Bureau of Collection and Investigative Services.

Do not circle this subcategory if the complaint involves collection practices of the firm or individual to whom the debt is actually owed.

1210 Construction - Commercial

The construction of commercial buildings such as shopping centers, stores, medical centers, business offices, etc., by licensed or unlicensed contractors.

Contractors are regulated by the Contractors State License Board. Any complaints relating to the construction of commercial buildings which involve contractors should be entered using this subcategory.

Do not circle this subcategory if the complaint relates to architectural, engineering, landscaping, or other services not performed by a contractor.

See: #1070-Architectural Services  
#1360-Engineering Services  
#1460-Gardening/Nursery  
#1930-Professional Services (non-categorized)

1220 Construction - Residential

The construction of new homes, modular homes, prefabricated dwellings, etc., by a licensed or unlicensed contractor.

Contractors are regulated by the Contractors State License Board. Any complaints relating to the construction of new residential buildings which involve contractors should be entered using this subcategory.

Do not circle this subcategory if the complaint relates to architectural, engineering, landscaping, or other services not performed by a contractor.

See: #1070-Architectural Services  
#1360-Engineering Services  
#1460-Gardening/Nursery  
#1930-Professional Services (non-categorized)

Do not include additions to or improvements of existing residential structures. See: #1540-Home Improvements/Repairs.

1230 Contests/Puzzles

Promoting and conducting contests or puzzle competitions (e.g., American Holiday Association).

If a company conducts a contest to promote the sale of one of its regular products (e.g., Reader's Digest), and the complaint relates specifically to the contest, circle this subcategory rather than the respondent's regular product/service.

1240 Cosmetics/Hair Products

Wigs, hair setters, make-up and grooming aids, after shave lotions, etc.

If you know that the complaint relates to services regulated by the State Board of Cosmetology, use subcategory #1110-Beauty Shops/Services.

1250 Coupon Books

Promotional activities involving the sale of books or coupons which provide for free or discounted merchandise/services; e.g., Golden Checkbook, Pizza of the Month Club, Let's Dine Out.

1260 Credit/Debit Cards

This subcategory should be used for credit card complaints against third party companies; e.g., BankAmericard, Master Charge, Visa, Diners Club, American Express. It should not be used for complaints involving credit cards such as those issued by department stores, petroleum companies, airlines, car rental agencies, etc.

Includes electronic transfers of funds with or without a card, such as moving funds to and from a cardholder's account for deposits, purchases, cash withdrawals, etc.

1270 Credit Reporting Agencies

Respondent is engaged in the collection, organization and dissemination of credit-related information concerning individuals and businesses; e.g., Retail Credit Association, TRW-Credit data.

1280 Dance Studios

Studios or schools engaged in the instruction of dance including ballet, tap, jazz & ballroom dancing, yoga, bellydancing, gymnastics, etc.

1290 Dating Services/Social Clubs

Computer dating services. Social clubs for which membership fees must be paid to belong including country clubs, escort services, golf clubs, personal service bureaus, singles clubs, etc.

1300 Dental Services

The branch of medicine providing services relating to the diagnosis, prevention and treatment of problems associated with teeth; i.e., dentists, dental assistants, hygienists, etc.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Dental Examiners.

1310 Discount Buying Services

Organizations which require paying a fee in order to purchase merchandise or services at a discounted price, such as Gemco, Prairie Market, Beauty Club of America, etc.

1320 Drugs (Non-Prescription)

Weight reduction aids, vitamin pills, cold medicines, aspirin, antiseptics, etc.

For complaints regarding prescription drugs, See: #1890-Pharmacy/Pharmaceuticals.

If you know that the complaint relates to products or services regulated by the State Board of Pharmacy, use subcategory #1890.

1330 Employment Agencies

Agencies which specialize in interviewing and placing temporary or permanent personnel for employers, such as employment agencies and personnel agencies.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the Bureau of Employment Agencies.

Do not include the services of the California Employment Development Department. See: #1490-Governmental Agencies.

Do not include agencies which deal in the placement of nurses. See: #1340-Employment Agencies - Nurses.

1340 Employment Agencies - Nurses

Employment agencies and nurses' registries for the recruitment and placement of registered, practical, and vocational nurses for work in hospitals, clinics and doctors' offices, as well as for private duty.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Nurses Registry.

1350 Energy/Resource Conservation

Devices particularly related to energy and resource conservation, such as solar heaters, water and energy saving devices, insulation, etc. Includes sales and service.

1360 Engineering Services

Services provided by professional engineers engaged in the design, construction, and operation of roads, bridges, harbors, machinery, lighting and communication systems, etc. Includes land surveyors.

This subcategory should also be used when, to your knowledge, the complaint involves any other engineering services regulated by the State Board of Registration for Professional Engineers.

Do not include architects for buildings. See: #1070-Architectural Services.

1370 Entertainment/Recreation

Movie theatres, bowling alleys, roller skating rinks, sporting events (spectator and participant), athletic clubs, etc.

Do not include health studios, spas or establishments teaching self-defense. See subcategory #1510.

1380 Finance Companies

Businesses engaged in lending money to customers under a contractual agreement that such money will be repaid over a determined period of time, together with interest and finance charges.

1390 Financial Investment Services

An individual or business engaged in advising consumers to invest money in businesses, stocks and bonds, real estate, etc., for the purpose of obtaining an income or profit. Includes stock brokers and investment counselors.

1400 Food & Beverages

All beverages and foods sold in stores, markets, canneries, co-ops, etc., such as milk, produce, meat, dairy products, or frozen, prepared, packaged or canned foods, etc.

Do not include food sold in restaurants, bars, or fast food establishments. See subcategory #2000.

1410 Food Buying Plans

The buying of food (primarily meat) on an installment plan which could include slaughtering, cutting, processing, packaging and rental of freezer or other storage facilities.

1420 Funeral Services/Products

Includes caskets, funeral homes, mortuaries, pre-need (prepaid) funeral plans, and services performed by funeral directors and embalmers.

This subcategory should also be used when, to your knowledge, the complaint involves any other products or services regulated by the State Board of Funeral Directors and Embalmers.

Do not include cemetery services or products. See subcategory #1170.

1430 Furniture/Furnishings - Non-regulated

Pictures, tables, lamps, dressers, decorator items, non-upholstered furniture, etc.

Do not include Appliances or Housewares. See subcategories #1060 and #1570.

Do not include upholstered or stuffed items, or any other products regulated by the State Bureau of Home Furnishings. See: #1440-Furniture/Furnishings - Regulated. If you are in doubt, circle subcategory #1440.

1440 Furniture/Furnishings - Regulated

Includes items for which the State Bureau of Home Furnishings has regulatory jurisdiction, such as sleeping bags, comforters, quilts, mattress pads, pillows, upholstered chairs, mattresses, mattress renovation and/or sterilization, custom upholstery, sofas, etc. Also includes waterbeds.

If you do not know which Furniture/Furnishings subcategory is applicable, circle this one.

1450 Games/Toys

Children's toys, adult games, skateboards, etc.

Do not include bicycles. See: #2070-Sporting Goods/Equipment.

1460 Gardening/Nursery

Trees, bushes, nursery planning, flowers, plants, yard work and landscaping services. Includes research, design and specification functions performed by landscape architects.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Landscape Architects.

If the complaint relates to services provided by a landscape contractor, circle subcategory #1210-Construction/Commercial or #1220-Construction/Residential.

1470 Gasoline/Fuel

Automobile gas and oil, household heating oil, LP gas, etc.

1480 General Merchandising

Sears, May Co., Montgomery Ward, Woolworths, K-Mart, etc. You should use this subcategory only if the product or service provided by a general department store does not fit into one of the specific categories. See: Introduction to Product/Service.

1490 Governmental Agencies

Activities performed by local, state, or federal governmental agencies or parts thereof.

1500 Hardware/Tools/Building Materials

Garden tools, power saws, building supplies, etc. Includes lawnmowers, edgers.

1510 Health Studios/Spas/Self Defense

Studios designed to help customers lose weight, improve their physical condition, etc.; e.g., Fair Lady and Weight Watchers. Includes massage studios, saunas, judo, karate, and jiu jitsu.

1520 Hearing Aids

Activities involving hearing aid tests, fittings and sales, including parts and service.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Medical Quality Assurance - Hearing Aid Dispensers Examining Committee.

1530 Heating & Air Conditioning

Sales, installation and servicing of furnaces, refrigerated air conditioning units, swamp coolers, central heating and air conditioning, etc.

Do not include solar units. See: #1350-Energy/Resource Conservation.

1540 Home Improvements/Repairs

Repairs and improvements to residential property. Includes construction, installation, replacement, improvement or repair of driveways, sidewalks, terraces, patios, fences, porches, garages, roofs, rooms, etc.

Contractors are regulated by the Contractors State License Board. Any complaints relating to home improvements or repairs which involve contractors should be entered using this subcategory.

Do not include repairs and improvements that would be more appropriately coded as:

- #1150-Carpets/Draperies/Floor and Wall Coverings
- #2010-Safety/Protection Products

1550 Hospitals

Services provided by hospitals and ambulance companies. Includes policies, patient safety and welfare, sanitary conditions, and other categories relating to the operation of the facility.

Do not include complaints against professional staff who work in hospitals. See appropriate subcategories.

Do not include veterinary hospitals. See: #2150-Veterinary Services.

1560 Hotels/Motels/Resorts

Resort cabins, hotel and motel accommodations, private campgrounds, etc.

1570 Housewares

Includes all types of kitchenware, bath, and cleaning products such as pots, pans, china, silverware, shower curtains, mops, brooms, cleaning aids.

1580 Immigration Services

Businesses or individuals who provide "package" immigration services to aliens including temporary work permits, resident alien cards and permanent visas.



Insurance

Difficulties resulting from a person or business contracting, upon payment of premiums, to protect a person or persons against specified loss or damage. Includes group or individual coverage, mail order insurance, and all other types of policies.

SEE SPECIFIC CATEGORY BELOW:

1590 Insurance-Automobile

Collision/liability insurance for all motorized vehicles.

1600 Insurance-Credit

Insurance which guarantees payment to creditors in case of death, disability, etc.

1610 Insurance-Health

Medical, dental, hospital, etc.

1620 Insurance-Other

Life; disability income; boat; homeowners' and renters' fire, liability, etc.; trailer; and all others which are not categorized separately.

1630 Invention Services

Businesses engaged in developing and/or assisting in the marketing of inventors' ideas, and in obtaining patents; e.g., Imperial Inventors International, Product Development Services.

1640 Landlord/Tenant Relations

Difficulties resulting from a landlord/tenant relationship such as security deposit disputes, rental agreement terms, eviction policies, etc.

Do not include complaints relating to mobile home facilities or space rentals. See: #1680-Mobile Home Parks.

1650 Laundry/Dry Cleaning

Professional and coin operated laundry and cleaning services. Includes professional cleaning/dyeing/renovating of clothing, rugs, carpeting, furniture, drapery, leather, fur, etc.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Fabric Care.

1660 Legal Services

Services of attorneys or their employees who advise and/or act for clients in or out of court. Also includes legal services funded by governmental agencies, such as the Legal Aid Society.

Do not include services of lawyers that are employed by government. See: #1490-Governmental Agencies.

1670 Medical Services

Includes uncategorized medical services such as acupuncturists, audiologists, chiropractors, midwives, osteopaths, physicians assistants, podiatrists, psychologists, speech pathologists and X-ray technicians, as well as medical corporations. If you cannot find a specific subcategory for the services in question, or are unsure which subcategory to use, circle this one and write-in the applicable title in the space provided on the back of the data form.

This subcategory should also be used when, to your knowledge, the complaint involves any other medical services (for which no specific category exists) regulated by the State Board of Medical Quality Assurance.

1680 Mobile Home Parks

Difficulties resulting from a landlord/tenant relationship such as space rental agreement terms, eviction policies, use of facilities, utilities, etc.

1690 Mobile Homes

Units used or intended to be used for residential occupancy, and designed to be permanently connected to utilities and to be towed on their own chassis as single units, or in sections upon a highway by a motor vehicle. Includes construction, installation, alteration, repair, and preparation for moving a mobilehome or mobilehome accessories.

Do not include units in this subcategory that would be more accurately described as #1770-Motor Vehicles-Recreational or #2110-Trailers/Campers.

1700 Mortgage Loan Broker Services

Respondents engaged in arranging loans secured by the borrower's homes.

Do not include services provided by lenders; i.e., banks, credit unions, finance companies, etc. See specific subcategory.

1710 Motorcycles/Mopeds

Sales, service and repair of motorcycles and motorized bicycles.

Motor Vehicles

All motor vehicle complaints should be entered using the applicable subcategories, whether or not they fall under the jurisdiction of the State Bureau of Automotive Repair.

1720 Motor Vehicles-Accessories/Parts/Tires

Products installed in a motor vehicle after initial purchase; i.e., air conditioning units, mag wheels, etc. Also testing equipment, battery chargers, customizing outfits, etc., utilized in connection with a motor vehicle. Includes used parts and salvage dealers.

1730 Motor Vehicles-Brake

Brake installation, adjustment, or inspection performed by an official brake station only.

Do not include brake repairs. See category #1780 Motor Vehicles-Repair

1740 Motor Vehicles-Lamp

Lamp (light) adjustment or inspection performed by an official official lamp adjusting station only.

Do not include lamp repairs. See category #1780 Motor Vehicles-Repair.

1750 Motor Vehicles-Lease/Rental

The lease or rental of a motor vehicle.

Do not include motorcycles (#1710), recreational vehicles (#1770) or snowmobiles (#2050).

1760 Motor Vehicles-New

The sale of new motor vehicles and their quality, design, dependability, warranty coverage, etc.

Do not include new car complaints relating to repairs.  
See: #1780-Motor Vehicles-Repair.

Do not include motorcycles (#1710), recreational vehicles (#1770) or snowmobiles (#2050).

1770 Motor Vehicles-Recreational

The sale, lease/rental or repair of new or used motor vehicles designed to be temporary living quarters for recreation, camping or travel use, with their own motor or power source; e.g., Winnebagos.

Do not include mobile homes (#1690), or trailers/campers (#2110).

1780 Motor Vehicles-Repair

Maintenance or repair work performed on a new or used motor vehicle. Includes repairs on brakes, lamps or smog devices.

Never include repairs or maintenance of motorcycles (#1710), recreational vehicles (#1770) or snowmobiles (#2050).

1790 Motor Vehicles-Smog

Smog device installation, inspection, or adjustment required by the Air Resources Board and performed by an official pollution control station.

1800 Motor Vehicles-Used

The sale of used motor vehicles.

Do not include used car complaints relating to repairs.  
See: #1780-Motor Vehicles-Repair.

Do not include motorcycles (#1710), recreational vehicles (#1770) or snowmobiles (#2050).

1810 Moving & Storage

Moving and storage of household goods and other property, as well as rental or storage space.

Includes businesses which contract with aliens, for a fee paid in the United States, to send furniture and goods to another country.

1820 Nursing/Convalescent/Rest Homes

Any building or boarding home for the reception, care and/or treatment of individuals, who by reason of physical or mental disability, are in need of special care services. Includes nursing home administrators.

Do not include institutions run by any level of government.  
See subcategory #1490-Governmental Agencies.

1830 Nursing-Registered

Services involving registered nurses or persons performing the duties of registered nurses.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Registered Nursing.

1840 Nursing-Vocational

Services involving licensed vocational nurses or persons performing the duties of licensed vocational nurses.

This subcategory should also be used when, to your knowledge, the complaint involves any vocational nursing services regulated by the State Board of Vocational Nurse and Psychiatric Technician Examiners.

1850 Office Equipment & Supplies

Desks, dictaphones, IBM and Xerox equipment, typewriters, office furniture, etc.

1860 Optician Services

One who grinds eyeglass lenses to prescription and sells frames for them, and makes contact lenses.

Do not include the services of an optometrist, who prescribes corrective eye lenses. See: #1870-Optometry.

Do not include the services of an ophthalmologist, who prescribes lenses and performs eye surgery. See: #1920-Physicians and Surgeons.

1870 Optometry

The measuring of vision and prescribing of corrective lenses to compensate for visual defects, by a licensed or unlicensed optometrist. Optometrists in most cases dispense eyeglasses.

Do not include ophthalmologists. See: #1920-Physicians and Surgeons.

Do not include dispensing opticians. See: #1860-Optician Services.

1880 Pest Control

Includes industrial and residential pest control, inspections and structural repair for termites, dry rot, etc., by a licensed or unlicensed person or business.

This category should also be used when, to your knowledge, the complaint involves any other services regulated by the State Structural Pest Control Board.

1890 Pharmacy/Pharmaceuticals

Includes pharmacies (drug stores) and prescription drugs, as well as the preparation and dispensing of drugs by pharmacists.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Pharmacy

Do not include NON-PRESCRIPTION drugs. See subcategory #1320.

1900 Photographic Services/Products

Film, cameras, professional photography services, film processing clubs and services.

1910 Physical Therapy

The treatment of a disability, injury, or disease by external physical means such as electricity, heat, light, massage, exercise, etc., performed by a physical therapist.

This subcategory should also be used when, to your knowledge, the complaint involves any services regulated by the State Board of Medical Quality Assurance-Physical Therapy Examining Committee.

Do not include chiropractors. See: #1670-Medical Services.

1920 Physicians & Surgeons

Services involving persons who practice medicine or surgery. Includes specialists such as anesthesiologists, neurologists, ophthalmologists, psychiatrists, radiologists, etc.

Do not include the following specialties for which separate subcategories have been established:

#1520-Hearing Aids (dispensers)  
#1860-Optician Services  
#1910-Physical Therapy

Do not include the following specialties which should be entered as #1670-Medical Services:

Acupuncturists	Podiatrists
Audiologists	Psychologists
Physicians Assistants	Speech Pathologists

1930 Professional Services

Includes uncategorized professional services such as teachers, professors, scientists, journalists, etc.

If you cannot find a specific subcategory for the service in question, circle this one and write in the applicable title in the space provided on the back of the data form.

1940 Promotions (Non-Charitable)

The introduction of a "gimmick" designed to stimulate sales by an individual or business engaged in profit making activities; e.g. trading stamps, "bowl for dollars", free gifts with purchases, "happy hours", etc.

This subcategory should be circled if the complaint relates primarily to the "gimmick", rather than to the particular product/service.

Use this subcategory for other promotional/promoter activities for which no specific category has been established.

1950 Psychiatric Technician Services

Services performed by a technician under the direction of a physician or surgeon, which include care, treatment and rehabilitation of mentally ill, emotionally disturbed or mentally retarded persons.

This subcategory should also be used when, to your knowledge, the complaint involves any other psychiatric technician services regulated by the State Board of Vocational Nurse and Psychiatric Technician Examiners.

1960 Real Estate-Land

Straight land sales/leases; land developments involving the sale or lease of undeveloped or developed land for subsequent construction of residential or commercial structures; and interstate land transactions.

1970 Real Estate-Structures

The sale or rental of commercial or non-commercial dwellings or structures (single family residences, apartments, condominiums, duplexes), and rental listing services.

1980 Records/Tapes

Record and tape clubs, and the sale of records or tapes.

1990 Rental Equipment

This category should be used when the respondent's primary business is that of leasing or renting equipment and supplies; including leasing of farm equipment, tools, household equipment, hospital and convalescent supplies, etc.

Do not include rental of motor vehicles. See subcategory #1750.

2000 Restaurants/Bars/Fast Foods

Services and products provided by restaurants, bars or fast food outlets

For all other food/beverage transactions see #1400-Food and Beverages.

2010 Safety/Protection Products

Fire alarms, burglar alarms, smoke detectors, etc.

2020 Safety/Protection Services

Private investigators, detectives and security guards such as Pinkerton's Inc., Burns Guard Service, etc.

This category should also be used when, to your knowledge, the complaint involves any other investigative or security services regulated by the State Bureau of Collection and Investigative Services.

2030 Schools

State universities, correspondence schools of all kinds, vocational and trade schools, elementary and high schools, nursery schools, pre-schools, and day care centers.

2040 Shorthand Reporting Services

Services involving the use of a speed writing system, usually employing symbols to represent letters, words and phrases.

This subcategory should also be used when, to your knowledge, the complaint involves any other services regulated by the State Certified Shorthand Reporters Board.

2050 Snowmobiles

Various motorized vehicles, often with caterpillar treads and steerable front runners, used for traveling over snow, ice, etc. Includes sales, service and repairs.

2060 Social Work/Counseling

Services performed by marriage, family and child counselors and educational psychologists, as well as the treatment of patients by clinical social workers.

This category should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Behavioral Science Examiners.

2070 Sporting Goods/Equipment

Hockey gear, fishing tackle, bicycles, baseball equipment, etc.

Do not include boats or boat motors. See subcategory #1120.

2080 Swimming Pools/Tubs/Saunas

Construction, sales or servicing of pools and accessories; i.e., filters, cleaners, whirlpools, redwood tubs, etc.

2090 Tax Preparing Services

Services involving federal, state and local tax return preparation for individuals or businesses; e.g. H & R Block.

This category should also be used when, to your knowledge, the complaint involves any other services regulated by the State Tax Preparers Program.

Do not include tax preparation performed by licensed C.P.A.s or P.A.s, who are regulated by the State Board of Accountancy. See: #1010-Accounting Services.

2100 Television/Radio/Stereo/Electronics

Sales, servicing and repair of televisions, radios, tape decks, stereo components, record players, tape recorders, calculators, etc. Includes television and radio stations and cable television services.

This category should also be used when, to your knowledge, the complaint involves any other electronic repairs or services regulated by the State Bureau of Repair Services.

2110 Trailers/Campers

Units primarily designed as temporary living quarters for recreational, camping or travel use, which are mounted on, towed or drawn by a motor vehicle. This subcategory includes camping trailers, truck campers, and utility and house trailers.

Do not include in this subcategory units that would more accurately be described as #1690-Mobile Homes or #1770-Motor Vehicles-Recreational.

2120 Travel/Tourism

Travel agencies, sightseeing companies, airlines, railroad and ferry services, bus companies, rapid transit, etc.

2130 Utilities

Telephone, water, natural gas, electricity, etc.

2140 Vending Machines

Franchise/business opportunities involving vending machines; or the sale or lease of vending units and their contents.

2150 Veterinary Services

Services provided by veterinarians and animal health technicians. Also includes veterinary hospitals.

This category should also be used when, to your knowledge, the complaint involves any other services regulated by the State Board of Examiners in Veterinary Medicine or the Animal Health Technician Examining Committee.

2160 Miscellaneous

TO BE USED ONLY WHEN NO OTHER SUBCATEGORY IS APPLICABLE.

When this subcategory is used, enter a brief description of the product or service involved in the "Remarks" section on the front of the Original Data Form.

WRITTEN CONTRACT (mandatory)

Circling the "yes" subcategory further clarifies the "Problem" section by affirming that a written contract exists. The "no" subcategory should be used if there is no contract, or if it is unknown whether or not a written contract was executed.

This item will appear on the reports only if the "yes" has been circled.

PROBLEM (mandatory)

This section of the data form is designed to elicit from you a concise but accurate and complete overview of all of the major allegations contained in every complaint you receive. It is therefore necessary that you take care in selecting and circling the most applicable problem codes. You can select up to five "problems" per complaint, but you should not attempt to use the maximum number if you can describe the main thrust with less. By limiting your choices to the "real" problems, your statistics will be more consistent, and the information provided to other user agencies will be more valuable.

REMEMBER!

The problems you select are generally assertions or allegations; i.e., what the complainant has identified as his concern, or what you, guided by your knowledge and experience think the problem is. You do not have to determine that an allegation is valid in order to include it, nor does an allegation have to violate a statute or rule in order to be entered.

If you encounter a problem that is not listed, circle the code of the problem which bears the closest resemblance, and enter a brief description of the actual problem in the "Remarks" section of the data form.

The problem choices are segregated according to the natural evolution of a transaction; i.e., Pre-transaction (things that happen first), Transaction (usually, the "deal" itself), Performance (what happens after the "deal" is made), two special categories (Warranty/Guarantee and Credit and Billing), and Miscellaneous.

PRE-TRANSACTION

This section describes the kinds of problems which can be encountered when a consumer is first exposed to or expresses interest in a particular product or service, but has not yet entered into an agreement. Of course, some of these problems may not come to light until a transaction has actually been consummated, or later.

205 Advertising

This is a broad category which encompasses a variety of problems involving advertising, including especially the use of false, deceptive, misleading or other unlawful advertising published in connection with an offer or sale of a product or service.

Advertising includes any written or printed communication, or any communication transmitted by means of recorded telephone messages, television or similar media. Deceptive advertising consists of "telling it wrong" or "telling something that causes a misunderstanding of the truth" in writing or in the media.

Do not circle this code if the advertisement is in the form of an oral communication, whether by telephone or at respondent's or complainant's premises. See related "Representation" categories (#235, #240, #245).

Do not circle this code if the complaint relates to something that was not stated, but should have been. See #220-Inadequate Disclosure.

Do not circle this code if the advertisement relates to a free or bargain offer. See category #215.

Business and Professions Code Section 17500

210 Bait and Switch

The use of "bait" (generally a very low price on a given item such as a sewing machine) to gain access to the complainant's premises or to get the complainant into the respondent's place of business. Once there, an effort is made to "switch" the complainant to a more expensive model by either degrading the "bait" or by using a piece of "bait" that is of such poor quality that the complainant, in effect, performs the "switch" himself by asking the respondent if he has something better. Another variation consists of telling the complainant that the "bait" item has been sold out, and then attempting to "switch" the complainant to a more expensive model.

If the complaint involves insufficient quantity of the "bait", circle this code and #445-Insufficient Quantity Available.

Business and Professions Code Sections 17044, 17500  
Civil Code Section 1770(i)

215 Free or Bargain Offer

This category should be circled if: 1) the free or bargain offer was a sham or nothing more than a come-on, 2) the free or bargain offer was not made available to the complainant after he had fulfilled all of the necessary requirements, or 3) the offer was presented in a false, deceptive or misleading manner.

EXAMPLE: When requiring an article of merchandise to be purchased in order to obtain the "free" item, the respondent increases the ordinary and usual price or reduces the quality, quantity or size of the purchased item.

Business and Professions Code Sections 17044, 17500.3, 17537

220 Inadequate Disclosure

This category includes incomplete as well as a total absence (concealment) of pre-transaction disclosure of information which could affect a consumer's decision to purchase goods or services.

EXAMPLES:

- \* Failure to tell a prospective buyer that an ostensibly new product has been altered, reconditioned, reclaimed, used, etc.
- \* Failure to provide samples of warranties on appliances offered for sale.
- \* Failure to properly disclose defects or damage in a motor vehicle.
- \* Failure to display a new car price sticker (Moroni Sticker).

Do not include disclosure problems relating to sales contracts, warranties or credit agreements. See categories #280, #370 and #400.

Civil Code Sections 1572(3), 1710(3)

225 Non-Disclosure of Selling Purpose

The seller gains the listening ear of a consumer by failing to disclose that his objective is to sell a service or product.

EXAMPLE: A salesman tells a consumer he is only conducting a marketing survey, when, in fact, the survey is a sham and his actual purpose is to sell a vacuum cleaner.

Business and Professions Code Section 17500.3  
Civil Code Sections 1572(3), 1573(1), 1575(1)

230 Pressure Selling and Scare Tactics

If a "reasonable" person in the same situation would construe the tactics used by the respondent as constituting "pressure", or if the complainant believes he has been subjected to unreasonable pressure, circle this code. Pressure selling can include appeals to ignorance, pride, fear, greed, charitable instincts, thriftiness, masculinity, femininity, etc.; as well as "wear down" tactics, such as refusing to leave the buyer's home. Pressure selling tactics can be utilized in connection with the sale of either goods or services.

EXAMPLE: "This encyclopedia is essential if you don't want your child to grow up ignorant and not be able to keep up with the rest of his class. Both of your neighbors bought one because they realize what a good deal this is, and any man who is capable of acting like a man would sign on the spot."

"Scare Tactics" is a form of pressure selling. The respondent pressures a person into purchasing a product or service by underscoring the dangers and consequences that could result by failing to purchase the product or service in question. As a result, the complainant has not exercised a free and independent decision to buy. The decision is the seller's and not the buyer's.

EXAMPLE: Showing pictures of badly burned children to parents while attempting to sell them a fire alarm.

Civil Code Sections 1566, 1567(4), 1569, 1572, 1573, 1575

Representations

Representations are the oral equivalent of advertising; i.e., telling it wrong or telling something that shouldn't be told orally.

Representation and advertising categories differ from inadequate disclosure categories in that disclosure problems include not telling something, wholly or in part, that should be told, whether orally or in writing.

235 Representation of Price/Terms

Oral representations regarding the terms of a sale (especially the price) that are false, deceptive, or misleading. False statements concerning the reasons for, existence of, or amounts of price reductions or increases.

Includes 1) a contradiction between the oral representation of the terms of a contract and the actual written terms, 2) an oral statement of contract terms that is not included in the written contract in any manner, 3) a misrepresentation of the terms of an oral agreement, or 4) a misrepresentation of the authority of a salesman or agent to negotiate the final terms of a transaction.

EXAMPLES:

- \* Respondent quotes a price for goods which he says is 20% less than the normal retail price, when actually the retail price is the price quoted.
- \* A salesman indicates that the product is a "sale" item when the product is actually being sold at the respondent's usual price.
- \* Respondent announces a "going-out-of business" sale, with no intention of doing so.
- \* A salesman tells the buyer he has a 10-day return privilege, when that is neither part of the written contract nor the seller's policy.
- \* A salesman overstates the amount actually credited for the buyer's trade-in.

Do not include representations relating to warranty or credit terms. See categories #380 and #415.

Business and Professions Code Section 17500  
Civil Code Sections 1566, 1572, 1573, 1623, 1640, 1654, 1710,  
1770 [(m) (n) (p) (r) ]

240 Representation of Product/Service

Oral representations regarding the quality, quantity, characteristics, ingredients, uses, benefits, or functionability of a product or service that are false, deceptive or misleading. Includes representations that goods are new when they are actually altered, reconditioned or used; or that goods are of a particular standard, quality, grade, style or model if they are of another.

EXAMPLES:

- \* False statements concerning the condition of a used car. ("It's never been in an accident.")
- \* Misleading statements about the effectiveness of a weight-loss program. ("All of our customers lose at least 10 pounds.")

Business and Professions Code Sections 17500 (new & used),  
17531 (used)  
Civil Code Sections 1566, 1572, 1573, 1654, 1710, 1770(e),  
1770(f) (used), 1770(g) (used)

245 Representation of Other Inducements

Other inducements include those oral statements encouraging a person to purchase a product or service or take other action which do not directly relate to the price, terms, quality or quantity of the product or service being offered. An inducement of this kind customarily involves events which are to happen in the future, or facts which the complainant cannot readily verify.

EXAMPLES:

- \* Income Representations - The use of false, misleading or deceptive statements regarding the income potential of a franchise, business opportunity, work-at-home promotion, employment offer, etc., such as falsely stating that an investment in a particular parcel of land will yield a 200% profit in one year.
- \* Contest Representations - The use of contest representations, whether or not used in conjunction with efforts to sell a product or service, when the contest (or its terms) is misrepresented, or the contest is a sham; i.e., A retailer runs a contest which is so elementary that every entrant is a "winner", so he can acquire the names of prospective purchasers for his goods or services.

/more

245 Representation of Other Inducements cont'

- \* Fund Raising Representations - The use of false, misleading or deceptive statements concerning the charitable aspects of a promotion, or the percentage of the proceeds which will go to charity; such as attempting to sell magazines by stating that the proceeds go to the local Kidney Fund, when, in fact, the seller is not connected with the Fund and will not be turning money over to the Fund.

Business and Professions Code Sections 17500, 17510 (percent to charity)  
Civil Code Sections 1566, 1572, 1573, 1654, 1710, 1770  
Penal Code Section 532.d (income representations)

TRANSACTION

This section describes the kinds of problems which can be encountered when a consumer enters into an agreement for goods or services, or which can occur during the transaction period. It includes problems involving the formations (making) of written and oral contracts for the sale, lease, improvement, servicing or repair of personal and real property, and for the furnishing of services.

250 Charge Above Estimate

The final bill submitted by the respondent for authorized repairs, maintenance work, or other services performed, is above the original or revised estimate previously given to the complainant.

Business and Professions Code Sections 9844, 9884.9, 19162  
(repairs and maintenance)  
California Administrative Code, Title 16, Section 3353(a)  
(service charge)  
Civil Code Sections 1636, 1639, 1643, 1649

255 Charge Excessive

The cost is greater than the standard or customary charge for the same or comparable merchandise or service.

This is a general category for complaints involving excessive price or charges. Do not use this category if one of the following more accurately describes the complaint:

- #250 - Charge Above Estimate
- #405 - Interest/Finance/Other Charge

Civil Code Sections 1636, 1639, 1643, 1649, 1655

260 Contract Document Not Provided

Respondent fails to provide the complainant with a copy of the written contract, whether or not the delivery of a copy is presently required by law.

Civil Code Sections 1499, 1632, 1689.7(d), 1731 (swimming pools), 1803.7, 1810.1, 1812.82 (health studios), 2982, 2985.8

265 Estimate Not Provided

Respondent fails to provide the complainant with a requested estimate for repair, maintenance, or other services desired. This category should be used whether the complainant has an actual legal right to request an estimate, or has made the request independent of any specific legal right to do so.

Business and Professions Code Sections 9844 (electronics), 9884.9 (automobiles)

Civil Code Sections 1439, 1572(5), 1573, 1575, 1655

270 Forged/Altered Documents

Respondent fills in blank spaces or alters a document in any way after it has been signed; or forges signatures, seals, etc., on any document relating to the transaction.

If the document does not reflect the actual agreement of the parties; i.e., if the respondent has misrepresented the price or other contract terms, circle #235-Representation of Price/Terms.

Civil Code Sections 1572, 1573, 1640, 1710, 1803.4 (retail installment), 2982(a) (automobiles).

275 Identity of Seller

The seller misrepresents, explicitly or implicitly, the true identity of himself or the company with which he is associated; or he is evasive about his identity, when asked. Includes complaints regarding businesses that do not clearly disclose that they are business concerns and not private parties.

EXAMPLES:

- \* A home improvement salesman represents himself to be a building inspector.
- \* A magazine seller identifies himself as a college student earning points for a scholarship when, in fact, he is a member of a professional magazine sales crew.
- \* A used car dealer places a classified ad in a newspaper without disclosing that he represents a business concern.

Business and Professions Code Section 17500.3  
Civil Code Sections 1558, 1572, 1573  
Vehicle Code Section 11713

280 Inadequate Disclosure of Terms

This category includes incomplete as well as a total absence of disclosure of the terms of a written or oral contract.

EXAMPLES:

- \* In a home solicitation sale of a pair of hearing aids for \$900 cash, the seller neglects to deliver a written statement of the terms of the agreement, including the 30-day return privilege offered by the salesman.
- \* In a transaction involving the shipment of household belongings, the mover fails to furnish the complainant with a copy of the bill of lading including contract limitations.
- \* Respondent fails to disclose any conditions or requirements which are imposed on the complainant as a result of the contract.

Do not include disclosure problems relating to warranties or credit agreements. See categories #370 and #400.

Civil Code Sections 1770, 1803.3, 2983, 2983.1

285 Negative Option

Arrangements requesting the buyer to notify the seller, within a specified period of time after receipt of the statement offering the merchandise, that he rejects the merchandise offered. Should the consumer fail to indicate his refusal, he will receive and be billed for the merchandise offered.

Some subscription programs also involve negative options. There, the buyer agrees to allow the respondent to ship the merchandise on a pre-determined schedule over an extended period, until he advises the respondent that he does not wish to receive any or all future shipments.

EXAMPLES:

- \* The seller does not allow enough time for the buyer to determine whether or not he wants the merchandise, and to respond in the negative.
- \* The seller denies receiving returned, unwanted merchandise, and continues to bill the buyer.

Civil Code Sections 1581, 1584.5, 1589, 1655

290 Right To Cancel

Complaints pertaining to right to cancel or "cooling off" periods; such as the cancellation privileges in door-to-door sales, courses of instruction, agreements made at non-regular seller's premises, etc.

Civil Code Section 1689.5

295 Unlawful/Unfair Terms

The terms of a contract (oral or written), while represented truthfully and completely, are unfair or oppressive to the complainant. These conditions often result from the use of form contracts which allow no negotiation of terms.

You should not circle this category if there is another which more clearly describes the problem; e.g., #285 - Negative Option.

If the complaint relates to unlawful or unfair terms involving finance or interest charges, see #405 - Interest/Finance/Other Charge.

NOTE: Unlawful or unfair terms constitute acts of commission, whereas inadequate or no disclosure constitute acts of ommission. This category is used when terms have been properly disclosed, but contain elements which are unfair or violate statutes. If the complaint is made because of a lack of disclosure of contract terms, circle #280 - Inadequate Disclosure of Terms.

Civil Code Sections 1643, 1644, 1649, 1654, 1655, 1770(n) (unfair), 1803.2(c), 1804.1(a), 2982[(a)(10)], 2983.7(a) (unlawful)

PERFORMANCE

This section describes the kinds of problems which can occur after a consumer has agreed to go forward with a transaction, including especially the failure of the other party or parties to do the things the consumer expected him or them to do.

300 Adjustment/Refund

Respondent fails to make an appropriate refund or adjustment, such as a refund for returned merchandise, an exchange of goods, etc.

If the refund or adjustment relates to the quality of a product, you should also circle category #330. This category should be used exclusively if the refund/adjustment applies to goods returned for any other reason.

If the complaint involves a refund of a deposit or downpayment, circle #315 - Failure To Return Deposit/Payment.

Civil Code Sections 1793.35, 1810.3, 2982.7

305 Failure To Complete Performance

Failure of the respondent to complete performance within a reasonable time after it has commenced.

EXAMPLES:

- \* A swimming pool contractor digs the hole and then abandons the job.
- \* A transmission repair facility disassembles a transmission five times in an unsuccessful attempt to repair it.

If no performance has taken place, circle #310 - Failure To Deliver/Perform.

Civil Code Section 1657.

310 Failure To Deliver/Perform

Total failure of the respondent to furnish a product or provide a service within a reasonable time; i.e., failure to even commence performance.

EXAMPLES:

- \* A mail order firm has received payment for merchandise that has never been shipped.
- \* A contractor has agreed to repair a roof, but work is never begun.

If performance has been partially completed, circle #305 - Failure To Complete Performance.

Do not circle this category if #320 - Failure To Return Merchandise more accurately describes the problem.

Business and Professions Code Section 17538 (mail order)  
Commercial Code Section 2309 (delivery of goods)

315 Failure To Return Deposit/Payment

A payment of money or delivery of property to the respondent as a deposit or downpayment is not returned within a reasonable time.

EXAMPLES:

- \* Failure to return a rental cleaning deposit or a utility services deposit, in whole or in part, within the prescribed time.
- \* Failure to return a deposit on the purchase of a car when a contract has not been signed.

Do not circle this category if #300 - Adjustment/Refund more accurately describes the problem.

Civil Code Sections 1439, 1442, 1812.57 (dance studios),  
1812.89 (health studios), 1950.5 (landlord/tenant), 2982.7  
Commercial Code Section 2601

320 Failure To Return Merchandise

Merchandise delivered to the respondent for servicing or repairs is not returned within a reasonable time.

EXAMPLE: Six months has elapsed since the complainant delivered his television set for repairs, and the repair facility refuses the complainant's request to return the set.

Do not circle this category if #305 - Failure To Complete Performance or #310 - Failure To Deliver/Perform more accurately describes the complaint.

Civil Code Sections 1793.2(b) and 2982.7

325 Product Not As Ordered

There is a material difference between the product or service ordered and that which is delivered or received. This category should be used if the product or service is of a basically different style, model or kind than agreed.

EXAMPLE: Furniture delivered, while of comparable quality, is not the pattern or color of the item selected.

Do not circle this category if the complaint is about the quality of the product or service. See #330 - Product Quality.

Civil Section 1770(g).  
Commercial Code Section 2714 (goods only)

330 Product Quality

The quality of a new or used product is inferior to the quality as originally represented, understood or agreed, or to the quality of a similar product of comparable price.

EXAMPLES:

- \* A showroom mattress is displayed with the manufacturer's top-of-the-line ticking. The mattress actually delivered is covered with a low-grade ticking.
- \* A toaster, represented as capable of toasting up to five scrumptious shades of brown, burns toast consistently.

Business and Professions Code Section 17500 (used)  
Civil Code Sections 1770(f) (new), 1770(g) (new and used)  
Vehicle Code Section 11713(d) (used)

335 Product Safety

The offer or sale of a dangerous/hazardous product or a product which is contaminated.

EXAMPLES:

- \* A bottle of soda with a housefly in it.
- \* An infant's toy which has sharp edges, or which has parts easy to disassemble and small enough to swallow.

Business and Professions Code Section 17500

340 Short Weight/Measure

Inaccurate weights (drained and total) and measurements. Includes other problems commonly associated with state and local departments of Weights and Measures.

Business and Professions Code Section 12021

345 Unauthorized Service/Repair

The performance of repairs, maintenance and other services which are in addition to those authorized by the complainant.

EXAMPLES:

- \* The complainant requests that his transmission be repaired. The repair facility replaces the spark plugs and aligns the wheels without the consent of the complainant.
- \* The complainant asks his dentist to cap one tooth. The dentist also drills and fills a cavity without the complainant's consent.

Circle this category whether or not the repairs/services were needed. If the complaint involves unauthorized and unnecessary services, circle this category as well as #360 - Unwarranted Service/Repair.

If the service or repair was performed independent of an initial request, see #355 - Unsolicited Product/Service.

Business and Professions Code Sections 9844 (appliance/electronic)  
9884.9 (automotive)  
California Administrative Code, Title 16, Section 3353(a)

350 Unsatisfactory Service/Repair

Repairs, maintenance, installation and other services were performed in a manner inferior to that which was represented, understood or agreed.

EXAMPLES:

- \* Repair work on a car fails to correct the problem the consumer wanted corrected and paid to have corrected.
- \* A furnace operates improperly due to faulty installation.
- \* A dentist does a poor job of filling a tooth, resulting in the need for corrective dental work.

Business and Professions Code Section 9841[(a)(7)] (appliance/electronic)

355 Unsolicited Product/Service

The delivery of an unrequested product or the performance of an unauthorized service, with or without a request for payment. Includes credit cards.

EXAMPLES:

- \* An unrequested beauty kit is received in the mail for a "ten day trial" after which time the complainant is asked to return the product or pay for it.
- \* Without asking, an individual paints house numbers on the curb and comes to the door to collect payment.

If the complaint involves repairs or services, circle this category only if there was no prior authorization for any part of the work or services performed. If partially authorized, see #345 - Unauthorized Service/Repair.

Civil Code Sections 1584.5, 1584.6 (products)

360 Unwarranted Service/Repair

The performance of unnecessary repairs, maintenance and other services.

EXAMPLE: A repair facility convinces the complainant that he needs a new fuel pump, and in fact replaces it, when there was nothing wrong with the original pump.

Circle this category whether or not the repairs or services were authorized. If the complaint involves unwarranted and unauthorized performance, circle this category as well as #345 - Unauthorized Service/Repair.

Business and Professions Code Sections 3108 (Optometry), 8642 (Pest Control), 9841(a)(1) (electronics), 9887.9 (automobiles)

WARRANTY - GUARANTEE

Problems associated with warranties and guarantees can appear anytime from the "pre-transaction" period to several years after the buyer has entered into an agreement and received his product or service. Warranties and guarantees have been allotted a separate section in order to provide a clear picture of the problems encountered and their scope.

365 Delivery of Document

Failure to provide the complainant with a copy of the guarantee/warranty represented as being part of the transaction, where delivery of the copy had been promised by the seller or is required by law.

Civil Code Section 1797.3 (mobile homes)

370 Inadequate Disclosure of Terms

This category includes incomplete as well as a total absence of disclosure of the terms of a guarantee or warranty, such as failure to disclose any conditions or requirements which the buyer has to meet in order to activate the guarantee/warranty, or failure to disclose disclaimers or limitations to the guarantee/warranty.

EXAMPLES:

- \* Failure to disclose the fact that a product must be repaired at location "X" in order for the parts and/or labor to be covered under the warranty.
- \* Failure to disclose that the warranty does not cover damages incurred under a particular set of circumstances, where non-disclosure could cause one to believe such damages were covered.

Business and Professions Code Section 17500  
Civil Code Sections 1770(n), 1793.1

375 Nonfulfillment of Terms

Guarantor/Warrantor fails to perform in accordance with the terms set forth in the guarantee/warranty.

Civil Code Section 1794

380 Representation of Terms

A contradiction between the oral terms of a guarantee/warranty and the actual written terms; an oral representation of terms which is not included in the written guarantee/warranty; or a misrepresentation of the terms of an oral guarantee/warranty.

Commercial Code Section 2316

385 Warranty Expired After Unsatisfactory Performance

The expiration of a warranty/guarantee after the complainant has made unsuccessful attempts, during the warranty/guarantee period, to have a product serviced or repaired, or other services performed pursuant to the stated terms.

Civil Code Section 1795.6

CREDIT AND BILLING

Problems associated with credit can occur during the "Pre-transaction" period and continue long after completion of "Performance". Billing problems can occur without the consumer having ever entered into an agreement to purchase a product or service. Because of this, and due to the fact that credit and billing practices represent a significant problem area, they have been combined into a separate section.

390 Billing/Information Error

Inaccuracies in credit computations (exclusive of finance or interest charges) or incorrect billings for products or services. Includes charges for services or repairs which were not performed, and billing schemes.

EXAMPLES:

- \* An automotive repair facility has submitted a bill to the complainant for a complete tune-up when the facility only replaced the spark plugs.
- \* A book club has sent a bill for a book which the complainant not only never ordered but never received.
- \* A department store continues to bill for merchandise which was returned for credit to the complainant's account.

If the complaint involves billing errors relating to finance or interest charges, circle #405.

Business and Professions Code Sections 9841(a)(4) (electronics),  
9889.3(e) (automobiles)

Civil Code Section 1810.3

Penal Code Section 484

395 Collection/Repossession

The use of creditor remedies such as garnishment, repossession, deficiency judgments, etc.

Includes the use of collection practices which are prohibited by law or which the complainant feels are unfair or improper such as:

- \* The use or threat of physical force or violence.
- \* Threats of criminal prosecution.
- \* Disclosure or threat to disclose false information that will adversely affect the complainant's credit reputation.
- \* Contact with or threat to contact the consumer's employer prior to final judgment, except for contacts to verify job status or earnings, or if the employer has an established debt counseling service.
- \* Harassment of the complainant or persons related to him. Includes the use of obscene or threatening language, or contact at unusual hours.
- \* Disclosure or threat to disclose information concerning the existence of a debt that is disputed by the complainant, without disclosing that a dispute exists.
- \* The use of communications which simulate legal or judicial processes.

Business and Professions Code Section 17538.7  
California Administrative Code, Title 16, Section 627

400 Inadequate Disclosure Of Terms

Incomplete or a total absence of disclosure of the terms and conditions of a credit agreement prior to execution or initiation of any work. Failure to make written disclosures or to provide any document relating to a credit transaction that the law requires. Also includes complaints involving disclosure of "hidden" charges such as service charges or processing and handling fees.

EXAMPLE: Failure to state conditions under which a finance charge may be imposed on a revolving charge account, including an explanation of the time period during which payments may be made in order to avoid incurring finance charges.

Civil Code Sections 1770(g), 1770(p), 1810.4 (retail sales),  
2982 (automobile financing)

405 Interest/Finance/Other Charge

Charges which are in violation of California's maximum rates for interest or finance charges. Includes all other aspects of finance, interest or other charges such as commencement dates, termination dates, computations, etc.

California Constitution, Article XX, Section 22  
Civil Code Section 1805

410 Prepayment Penalty/Rebate

The assessment of special charges or non-refund of interest or finance charges when the complainant repays an installment loan or other extension of credit prior to the date that the final payment is due.

EXAMPLES:

- \* A lender fails to refund all or a part of the unearned portion of interest when the complainant prepays the balance of a loan.
- \* A lender charges a prepayment penalty when it is illegal to do so.
- \* A lender charges a prepayment penalty without having included a penalty clause in the written contract.

Civil Code Section 2982(d) (motor vehicles)

415 Representation of Terms

A contradiction between the oral representation of the terms of a credit agreement and the actual written terms. An oral representation of credit terms which is not included in the written agreement.

Civil Code Section 1770(p)

420 Unlawful/Unfair Creditor Practice

The use of creditor agreements or practices which include, but are not limited to, the following:

- \* Balloon payments.
- \* Assignment of a borrower's earnings as security.
- \* Terms which allow an attorney to enter a judgment on a debt without a formal trial ("Confession of Judgment").
- \* Terms requiring payment of the respondent's attorney's fees.
- \* Practices which do not preserve a buyer's right to assert defenses against a seller in credit sales. ("Holder in Due Course") ("Negotiable Instrument")

Do not circle this code if there is another credit/billing category which more clearly describes the problem; e.g., #405-Interest/Finance/Other Charge.

Civil Code Section 1808.2

MISCELLANEOUS

This section describes the kinds of problems which can occur at any stage of the transaction cycle. Some are included to provide a more detailed description of the "whole" problem, and would be circled along with at least one other category. Generally, miscellaneous items are those which do not "fit" into one particular section.

425 Anti-Trust Law Violation

Specific Anti-Trust violations of Business and Professions Code Sections 16720-16758 pertaining to restraint of trade. Restraint of trade includes any combination, conspiracy, trust, pool, agreement or contract that restrains or prevents competition of the supply or price of an article, commodity or service; or controls the price of any article, commodity or service.

Circle this code only when the complaint specifically relates to the referenced statutes. Complaints which do not specifically relate to the referenced statutes should be classified as #475-Unlawful/Unfair Pricing.

430 Business Cessation/Reorganization

Complaints resulting from the respondent going out of or reorganizing business. Includes bankruptcy (whether voluntary or involuntary, straight or reorganizational), receivership, and businesses which simply discontinue operations without taking formal steps to do so.

435 Buying Plan

Plans in which one generally signs a contract to purchase items of the same general nature periodically; i.e., record, book or plant of the month clubs, bicentennial coin collections, painting and statuary, gifts from other countries, etc.

440 Chain/Pyramid Scheme

The respondent promotes, offers or grants participation in a chain distributor scheme. Such a scheme is defined as a sales device whereby a person, upon making an investment, is granted a license or right to recruit for profit one or more additional persons who, upon making an investment are also granted such license or right, and who may further perpetuate the chain of persons who are granted such license or right upon making an investment, etc. These schemes are sometimes referred to as pyramid or multi-level marketing schemes. Traditional chain letters would also fall within this category.

Includes referral selling plans, which are methods of sale whereby the seller, as an inducement for a consumer sale, offers compensation to a prospective buyer for the names of other prospective buyers or for assisting the seller in any other way to make a sale. Referral selling is often used in home solicitation sales, discount buying services, promotions, etc.

Civil Code Sections 1803.10 (Retail Installment Sales),  
2982.1 (Automobile Sales)  
Penal Code Section 327

445 Insufficient Quantity Available

Failure to have an advertised item available in sufficient quantity to supply the anticipated demand, unless quantity limitations have been disclosed.

This practice is often used as the "bait" in bait and switch. In such cases, the respondent does not downgrade the product, but rather informs the complainant that the advertised item has been "sold out" and then proceeds to switch him to a more expensive model. If this appears to be the case, circle this code and #210-Bait and Switch.

This category also applies to repair/service businesses such as an automobile repair shop which advertises a special that is likely to attract thousands of responses, although the shop only employs one part-time mechanic.

Business and Professions Code Section 17500.5  
Civil Code Section 1770(j)

450 Item Never Available

Respondent advertised an item which he not only never had on hand, but never ordered, in order to attract the complainant into his place of business.

Business and Professions Code Section 17500

455 License Violation - Local

Failure of the respondent to register or obtain a business license as required by local, state, and/or federal law.

460 License Violation - Trade/Professional

All regulatory practice acts (mandatory licensure) contain provisions against practicing without a professional or vocational license. This category should be circled if the respondent is engaging in unlicensed activity, whether or not the complaint cites non-licensure as the major problem.

If the complaint involves a problem for which there is no specific "problem" category, but which is covered by a regulatory statute or rule, circle this code and enter the applicable statute or rule in the space provided on the data form.

465 Securities

Problems relating to the sale or issuance of securities such as sale of unregistered securities, issuing securities without a permit and sale of securities through the making of false statements.

This category should be circled when, to your knowledge, the problem concerns anything over which the Department of Corporations has jurisdiction; i.e., franchises, etc.

Corporations Code Sections 25400, 25500

470 Unlawful/Unfair Denial, Cancellation or Discrimination

An application or request for credit, insurance, utility or other services is unfairly or unlawfully denied, or service being provided to the complainant is unfairly or unlawfully cancelled. Includes complaints relating to denial, cancellation and other forms of discrimination based on race, religion, sex, national origin, age, etc.

Business and Professions Code Section 125.6  
Civil Code Sections 51, 51.5, 52, 1747.80 (credit cards),  
1812.30 (marital status)  
Public Utilities Code Section 453

475 Unlawful/Unfair Pricing

Respondent is injuring or destroying the competitiveness of another business by actions that discriminate against that business such as:

- \* Selling below cost.
- \* Using loss leaders.
- \* Locality price discrimination (wholesaler).
- \* Secret rebate or discount (seller and buyer).

This category should be used only for complaints relating to unfair/unlawful competition through pricing which are outlined in Section 17045 of the Business and Professions Code.

Complaints involving respondents who charge higher prices to some persons because of race, religion, sex, age, national origin, etc. should be categorized as #470-Unlawful/Unfair Cancellation, Denial or Discrimination.

Complaints which specifically violate Sections 16720-16758 of the Business and Professions Code (restraint of trade) should be categorized as #455-Anti-Trust Law Violation.

Business and Professions Code Section 17045

161 REFERRED TO (mandatory if applicable)

Use this category only if the complaint information is being referred to another agency for further action and you will continue to attempt to mediate it or provide other follow-up. For instance, if a County Consumer Protection Agency is handling a complaint, and the allegation appears to merit investigation and possible court action by the District Attorney's Office, the information contained in the complaint would be forwarded to the D.A. At the same time, however, the County agency would continue its efforts in behalf of the consumer. By referring a complaint in this manner on the data form, both agencies work it and receive credit for it on their statistical reports, and each agency is responsible for updating and closing its portion of the complaint. This category should be used for referrals to both user and non-user agencies; however, if you refer a complaint to a non-user agency you must input that agency's follow-up actions as well as your own (civil case filed, judgment for state, money recovered, etc.) in order to get all of the related data into the system.

Enter the code of the agency to whom the complaint is referred and the month and year of referral. See Reference Sections F, (User Agencies) and G (Non-User Agencies).

EXAMPLE:

0	0	1	1	2	7	7
---	---	---	---	---	---	---

(complaint referred to the Attorney General-CF)

The complaint information on the "Referred To" user agency's reports will include all of the data which was input from the Original Data Form, with the exception of two changes in the "Identification Number" category:

1. The originating agency's code will be replaced by the receiving agency's code.
2. The sequence number will be prefixed by a "9" in the first digit of the 5-digit field, and will be followed by an "R" to denote a referral.

EXAMPLE:

Originating Agency Reports (Sacramento C.P.A.)  
Identification Number 23401127700056

"Referred To" Agency Reports (Sacramento D.A.)  
Identification Number 13401127790056R

NOTE: The receipt of a "Referred To" complaint from a user agency will interrupt your normal sequencing, since the sequence number will be that of the original inputting agency. You may wish to establish a sub-file for complaints of this type. Do not assign one of your normal sequence numbers to a file folder, since doing so will cause a "skip" in your regular complaint input.

165 TRANSFERRED TO (mandatory if applicable)

Use this category only if you are transferring the complaint information to another agency (user or non-user) due to lack of jurisdictional authority, etc., and you intend to take no further action. The complaint must be input even if you know at the time of input that it is going to be transferred elsewhere.

Enter the code of the agency to whom the complaint is transferred and the month and year of transfer. See Reference Sections F (User Agencies) and G (Non-User Agencies).

EXAMPLE: 

4	1	1	0	9	7	7
---	---	---	---	---	---	---

 (complaint transferred to the U.S. Postal Service)

Complaint Transferred To User Agency

You are no longer responsible for update or closure and the complaint will subsequently appear on the "Transferred To" agency's reports. It will include all of the data which was submitted on your original data form, with the exception of two changes in the "Identification Number" category:

1. The originating agency's code will be replaced by the receiving agency's code.
2. The sequence number will be prefixed by a "9" in the first digit of the 5-digit field, and will be followed by a "T" to denote a transfer.

EXAMPLE:

Originating Agency Reports (Sacramento C.P.A.)  
Identification Number 23401127700056

"Transferred To" Agency Reports (Contractor's State License Board)  
Identification Number 31301127790056T

The receiving agency will be responsible for all further action, including closure.

Complaint Transferred To Non-User Agency - see next page

### Complaint Transferred To Non-User Agency

You are no longer responsible for update, and you do not have to enter a "Date Closed" (the system will ensure automatic closure). However, in order to keep the information in the data bank, the complaint information will continue to appear on your reports until the normal retention period has elapsed.

NOTE: The receipt of a "Transferred To" complaint from a user agency will interrupt your normal sequencing, since the sequence number will be that of the original inputting agency. You may wish to establish a sub-file for complaints of this type. Do not assign one of your normal sequence numbers to a file folder, since doing so will cause a "skip" in your regular complaint input.

### 168 NON-USER INFORMATION (mandatory if applicable)

Use this category only when complaint information is received from a non-user agency and you do not intend to take any action on it, but you want to enter it into the system for informational purposes. The complaint will be closed automatically, and the information will appear on your reports until the normal retention period has elapsed.

Enter the code of the non-user from whom you received the information (See Reference Section G), and the month and year it was received.

### 171 17508 LETTER (mandatory if applicable for the Attorney General, City and District Attorneys, Department of Consumer Affairs)

Section 17508 of the Business and Professions Code gives to the Attorney General, City and District Attorneys, and the Director of Consumer Affairs the right to make a written request to an advertiser, asking him to substantiate or "back up" certain advertised claims about his product or service.

This category must be used when such a letter is written, whether written as the result of a consumer complaint, or an agency's practice of scanning newspaper, magazine, etc., advertisements.

If you are entering complaint information on the data form, and you have written or are writing a 17508 letter as a result of that complaint, merely add the date of the letter in the space provided.

If the 17508 letter is being written as a result of your own recognition of a potential advertising problem, enter a "dummy" record as follows:

Using an Original Data Form, enter an identification number composed of your 3-digit agency code; the last digit of the current calendar year and the numbers 17508 in the "Date" field; and one of a calendar year sequence of numbers in the "Sequence Number" field. (If you write ten (10) 17508 letters on January 1st, ten documents would be prepared, running from #1 to #10. The next day you would begin at #11, and so forth until the following January 1st, when you would start again at #1.) Also enter the name of the individual or business to whom you are addressing the letter in category #905- Respondent Name, and the date of the letter in category #171-17508 Letter.

EXAMPLE:

Identification Number  
(San Francisco D.A.)

1	3	8	7	1	7	5	0	8				5
agency code			"17508"					5th letter of the first day				
1977												

Respondent Name

B	E	J	A	U	T	O	M	O	T	I	V	E		
---	---	---	---	---	---	---	---	---	---	---	---	---	--	--

17508 Letter

1	0	2	3	7	7
---	---	---	---	---	---

181 DATE CLOSED (mandatory if applicable)

Use this category if no further action will be taken on the complaint; for example, if you are able to mediate and resolve the complaint before entering the information, and you do not wish to indicate the type of resolution (Follow-up Data Form) for your statistical records, you may close the complaint at the time of input.

Enter the month and year of closure.

OPTIONAL DATA ITEMS

The remaining categories are composed of information which you may find useful. You may input data for any or all of the items listed, depending on your individual needs.

HOW RECEIVED (optional)

The purpose of this category is to determine how complaints are received in your agency. It can be a good indicator when determining manpower, telephone, equipment and other needs. If you decide to capture this information, do not fail to input "unknown" when the method of receipt of the complaint is not known. Otherwise, your statistical percentages will be misstated. Circle the applicable code number.

721 Mail

Agency's initial contact with the complainant is by mail.

722 Telephone

Agency's initial contact with the complainant is by telephone.

723 Walk-in

A complainant visits your headquarters or one of your outlying offices to make a complaint.

724 Referral

A complaint is referred or transferred to you for further action from either a user or non-user agency.

725 Notice of Violation

Written notice to a licensee that a violation has been observed by an inspector, investigator or field representative.

This subcategory is used by regulatory agencies when inspectors, investigators or field representatives, in the course of their duties, observe violations of statutes or rules and subsequently issue notices of violations, some of which involve problems which should be input into the system.

726 Agency-Instituted Complaint

This subcategory is used when the agency inputting the complaint lists itself as the complainant, with the exception of those complaints which are initiated as a result of notices of violation.

727 Transient Crew Report

The program for the Transient Crew Report has not been developed. You will receive instructions at a later date.

728 Unknown

This subcategory should be used when you do not know how the complaint was received (see Introduction to "How Received"), or when the method of receipt does not relate to any of the existing subcategories. In that event, circle this subcategory and indicate the method of receipt in the "Remarks" section.

RESPONDENT LICENSE NUMBER

Enter the regulatory license or registration number, starting in the first space to the left. Use letters or numbers, as applicable.

Do not include local business license numbers.

EXAMPLE:

B	1	2	3	4	6	2		
---	---	---	---	---	---	---	--	--

RECEIVED FROM

This category is used when a complaint is received from a user or non-user agency which you are going to handle. Enter the appropriate 3-digit code of the agency from whom you received the complaint and the month and year of receipt. See Reference Sections F (User Agencies) and G (Non-User Agencies).

EXAMPLE:

3	9	7	1	2	0	3	7	7
---	---	---	---	---	---	---	---	---

(complaint received from the Department of Real Estate)

This category is very useful from a program standpoint, since it indicates high volume non-users who should be system participants.

COMPLAINANT NAME

Enter the last name of the complainant, followed by the first initial. Do not use titles, and do not abbreviate with the exception of MRS, if the woman's first name is not available. If a complaint is lodged by a business, enter the legal business name in the sequence in which it appears. Do not abbreviate with the exception of INC, CO, CORP, LTD, and &.

If there are insufficient spaces to complete an individual or business name, enter as much of it as possible. Do Not Punctuate.

EXAMPLE:

GARDNER J

GELLENHEIM

(Gellenheimer, R)

JOES ROOFI

(Joe's Roofing Co)

JONES MRS

705 RESTRICTED INFORMATION

This category can be used only when the release of complaint information will jeopardize an agency's investigation or compilation of a case.

When the agency complaint listings are forwarded to all of the user agencies, those users who have input complaints involving the respondent in question will know that the restricting agency has a complaint involving that respondent, but they will not know the number of complaints nor their status.

A data form (Original or Follow-up) must be submitted for each complaint you wish to restrict. Therefore, if there are six (6) complaints in your office involving the same respondent, and you wish to restrict more than the one you are inputting, a separate form must be submitted for each of the others. See General Instructions Sections C-1, page 90 (Addition to Original Data Form), or B, page 81 (Follow-up Data Form).

STATUTE/RULE

If the complaint alleges a violation of one or more statutes and/or rules, enter the appropriate code numbers in the spaces provided. Statutes must be preceded by the abbreviated code to which they apply; i.e., Business and Professions (BP), Civil (CC), etc. Rules must be preceded by their abbreviated code; i.e., Administrative (AC). See Reference Section E for acceptable abbreviations.

When more than three (3) statutes and/or three (3) rules apply, select those which are most relevant to the allegation.

Starting in the spaces at the left, enter the applicable codes, numbers, letters and periods. Do not include parentheses or any other punctuation except periods.

EXAMPLES:

Statute 

B	P	1	7	5	3	8	.	7	
---	---	---	---	---	---	---	---	---	--

 Rule 

A	C	9	2	6	.	4			
---	---	---	---	---	---	---	--	--	--

C	C	1	7	7					
---	---	---	---	---	--	--	--	--	--

COMPLAINANT AREA

Enter the 2-digit code of the county or state in which the complainant resides. (See Reference Section B) If the complainant resides in California, but the particular county is unknown, enter "CA".

INTERNAL FILE NUMBER

If you are unable to match your file numbers to the required sequencing in the "Identification Number", you may wish to record them here for cross-referencing purposes. Starting in the space at the left, enter the applicable numbers and letters.

REMARKS

Enter the specific product/service if you have circled subcategory #2160-Miscellaneous.

Enter problems for which you can find no specific subcategory (after you have circled a problem which is reasonably close).

Enter any other type of information which you want to convey to the Program Office. It will not go into the system, but it will be looked at manually and evaluated. It is an excellent way to determine if revisions to the Original Data Form are necessary, and your input is encouraged.

PREPARED BY

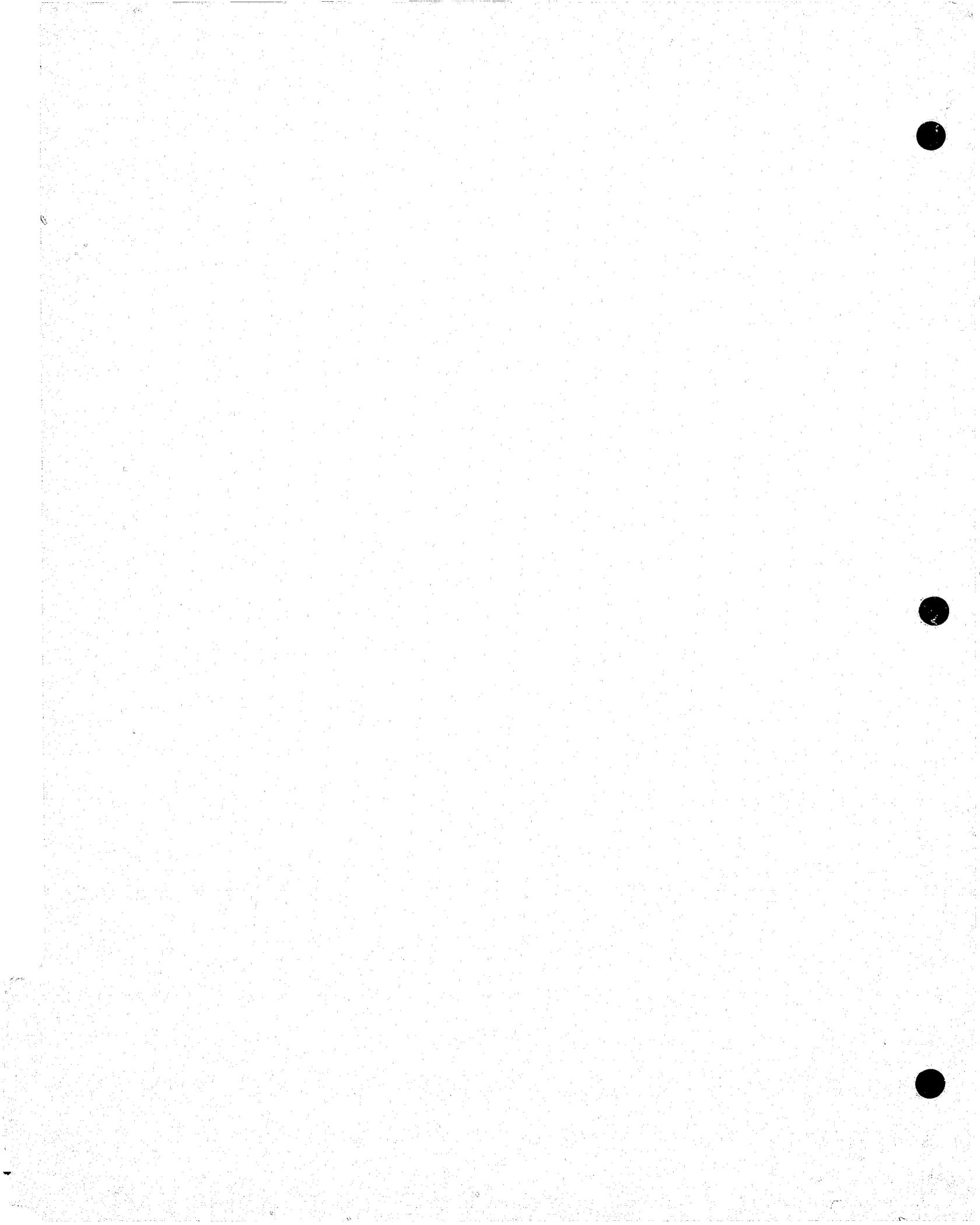
The person(s) designated to assume responsibility for the data which is submitted must sign or initial the data form. No particular level of authority is required; therefore, your designee(s) may be the person(s) inputting the data, a supervisor, investigator, etc.

FINAL NOTE:

All of the categories on the Original Data Form can be corrected or changed at a later date, if necessary. See General Instructions Section C-1, pp 85-91, for detailed instructions.







**COOPERATIVE CONSUMER PROTECTION PROGRAM  
FOLLOW-UP DATA FORM** (95A-2, 6-77)

52306-188 6-77 100M TRIP 18W 05P

**IDENTIFICATION NUMBER**

**DATE**

AGENCY	MO	DA	YR	SEQUENCE	MO	DA	YR

<b>REFERRED TO</b> AGENCY MO YR 161 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>TRANSFERRED TO</b> AGENCY MO YR 165 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>CLOSED</b> MO YR 181 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
---	--	---

**INTERMEDIATE ACTIVITY**

<b>INVESTIGATION</b> MO DA YR 515 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>NOTICE OF VIOLATION</b> MO DA YR 525 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>ORDER BEFORE JUDGMENT</b> MO DA YR 535 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>INFORMAL HEARING</b> MO DA YR 520 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>ASSURANCE OF VOLUNTARY COMPLIANCE</b> MO DA YR 530 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>TRO/PRELIMINARY INJUNCTION</b> MO DA YR 540 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**ACTION FILED**

<b>ADMINISTRATIVE</b> MO DA YR 555 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>CIVIL</b> MO DA YR 560 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>CRIMINAL</b> MO DA YR 565 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
--	---	--

**ACTION TAKEN**

<b>PROBATION</b> MO DA YR 605 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>NO VIOLATION</b> MO DA YR 620 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>JUDGMENT/CONVICTION-STATE</b> MO DA YR 635 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>REVOCATION</b> MO DA YR 610 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>WARNING ISSUED</b> MO DA YR 625 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>JUDGMENT/ACQUITTAL-RESPONDENT</b> MO DA YR 640 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>SUSPENSION</b> MO DA YR 615 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>DISMISSED</b> MO DA YR 630 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>JUDGMENT WITH INJUNCTION</b> MO DA YR 645 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**MONEY AWARDED/MEDIATED**

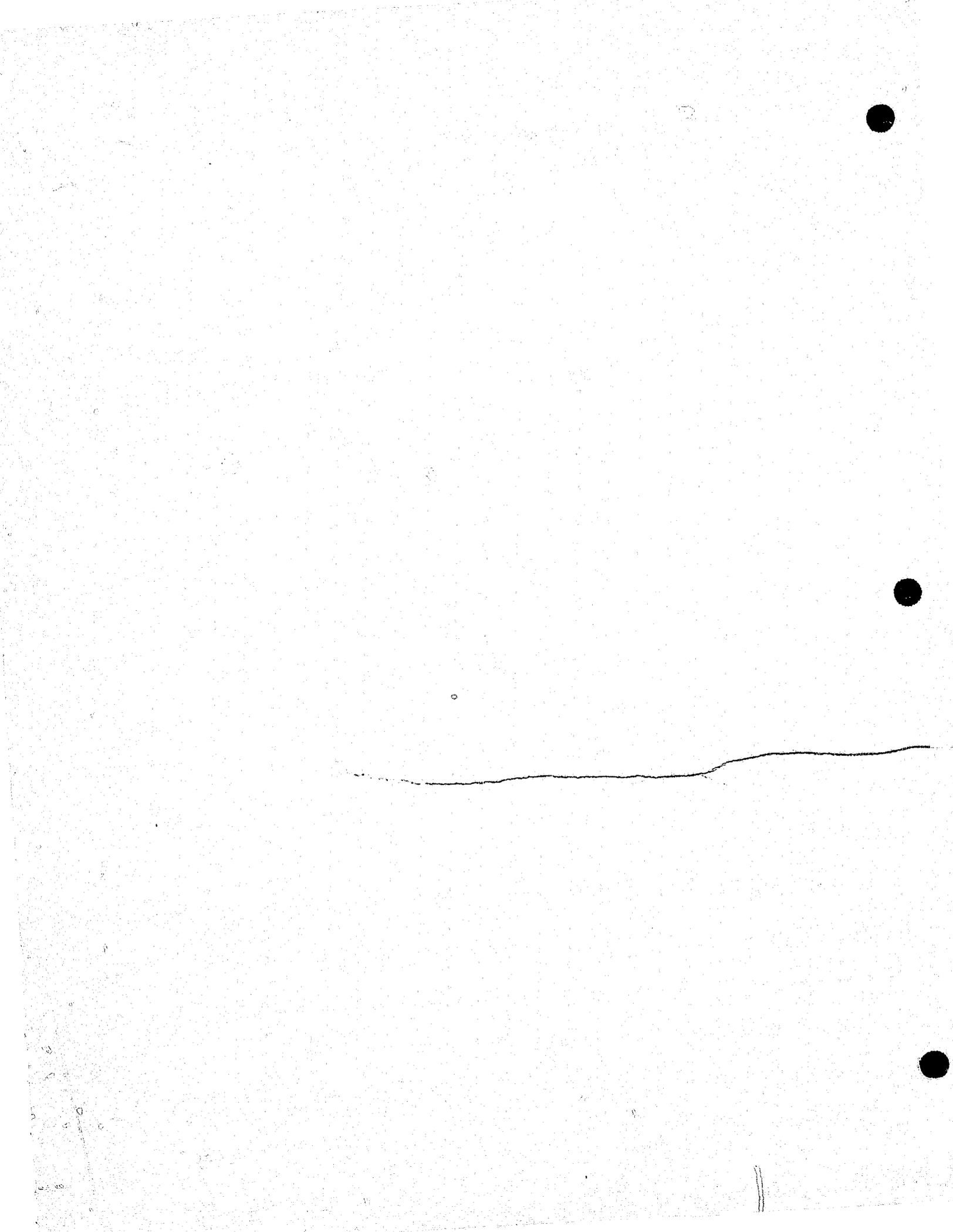
**MONEY COLLECTED**

<b>COSTS</b> 661 <input type="text"/>	<b>COSTS</b> 662 <input type="text"/>
<b>PENALTIES</b> 663 <input type="text"/>	<b>PENALTIES</b> 664 <input type="text"/>
<b>RESTITUTION</b> 665 <input type="text"/>	<b>RESTITUTION</b> 666 <input type="text"/>

**DISPOSITION**

67 COMPLAINT RESOLVED 1 2 3 4 5 6 7 D	68 COMPLAINT NOT RESOLVED 1 2 3 4 5 6 7 D	69 CONSUMER ADVISED TO 1 2 D
--	--	---------------------------------

705 RESTRICTED INFORMATION 710 CLEAR RESTRICTION	<b>REMARKS</b>	<b>PREPARED BY:</b>
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### III. GENERAL INSTRUCTIONS

#### B. FOLLOW-UP DATA FORM

The Follow-up Data Form is the document used to enter further action relating to an established complaint. It contains two types of mandatory categories: those that must be input at the time the action occurs, and those that may be input at the time the complaint is closed. You are encouraged to input all follow-up actions as they occur, since other users will benefit from the information; however, since your resources may preclude frequent inputs, the mandatory-when-they-occur follow-ups have been limited as much as possible. The data form also contains two optional categories which you may find useful or necessary to your operation.

The instructions for each category of information are detailed in the order in which they appear on the data form.

**REMEMBER!** If you have referred a complaint to a non-user agency, you must input that agency's follow-up data as well as your own.

#### IDENTIFICATION NUMBER (mandatory each submission)

The identification number should be copied exactly from the Original Data Form (source document) or from the Agency Complaint Listing (microfiche). It is the only means of attaching your follow-up actions to the proper original complaint; therefore, if you do not enter an I.D. number the data form will be rejected, and if you enter the wrong number the information will attach itself to the wrong complaint.

#### DATE (mandatory each submission)

Enter the current date. The date must be equal to or greater than the date in the Identification Number for the system to accept the document, and each subsequent follow-up document for the same complaint must have a later date.

#### 161 REFERRED TO (mandatory when referred)

Use this category only if the complaint information is being referred to another agency and you will continue to attempt to mediate it or provide other follow-up. See General Instructions Section A, page 59 for detailed explanation.

NOTE: To enter referral information, you may use either the Original Data Form or the Follow-up Data Form. If you use the former, see General Instructions Section C-1, page 88, to add to an existing original document.

165 TRANSFERRED TO (mandatory when transferred)

Use this category only if you are transferring the complaint information to another agency (user or non-user) due to lack of jurisdictional authority, etc., and you intend to take no further action. See General Instructions Section A, page 60, for a detailed explanation.

NOTE: To enter transferral information, you may use either the Original Data Form or the Follow-up Data Form. If you use the former, see General Instructions Section C-1, page 88, to add to an existing original document.

181 CLOSED (mandatory at the time of occurrence)

Enter the month and year that the complaint or case was closed; i.e., when all of the possible actions on the data form have occurred. If a complaint is closed before all of the relevant data has been input, reopen the complaint, add the additional data and reclose. See General Instructions Section C-2, page 94 for detailed instructions.

A closure action will automatically lift a previous restriction. You do not have to circle category #710.

INTERMEDIATE ACTIVITY

The activities contained in this section relate either to actions which generally occur before a formal action is filed, or which precede final action taken. Some of them also occur independent of a subsequent action; i.e., an action may never be filed.

You may input information for as many of these categories as relate to the particular complaint or group of complaints. If more than one complaint involving a single respondent is included in an intermediate activity (an investigation is conducted which encompasses fifteen complaints against one respondent), apply the follow-up information to the first complaint on your "Agency Complaint Listing" which relates to that activity. Do not prepare a follow-up for each of the complaints included in the investigation or other intermediate activity.

515 Investigation (mandatory at the time of occurrence)

Use this category only if you are opening a formal investigation; i.e., one which is assigned to an attorney, investigator or field representative as opposed to in-house research and mediation. If the activity relates to normal mediation efforts see "Disposition" category numbers 67, 68 and 69, and input the applicable information at the time the complaint is closed.

Enter the month, day and year that the investigation was initiated.

NOTE: The above instructions represent a general guideline. If your office procedures define "investigation" differently, you should use your own criteria.

520 Informal Hearing (mandatory when closed)

An informal hearing conducted by a law enforcement agency is generally characterized as a "citation hearing". It is a meeting between the respondent, the agency's representative(s) and sometimes the complainant, for the purpose of resolving the complaint or hearing the respondent's side of the complaint.

An informal hearing conducted by a regulatory agency is a meeting between the agency's representative(s), the respondent and respondent's counsel, if desired. No disciplinary action may be taken as a result of the hearing, but assurance of voluntary compliance is generally requested as part of the procedure.

An informal hearing is held either in-lieu of or prior to the filing of any formal action in court or through the administrative process. This category may be used by other types of agencies than those illustrated above if the circumstances are similar.

Enter the month, day and year that the hearing was held.

525 Notice of Violation (mandatory when closed)

A written notice to a licensee of a regulatory agency that a violation has been observed by an inspector, investigator or field representative. A notice of violation can occur as the result of a consumer complaint, a regular inspection or even an unrelated investigation.

This category is used only if the notice of violation stems from an initial consumer complaint, or if a complaint is initiated by the agency as a result of a notice of violation. Do not use the data bank to track "ordinary" notices of violation.

Enter the month, day and year of the notice. Be sure that it does not precede the date shown in the "Identification Number".

530 Assurance of Voluntary Compliance (mandatory when closed)

The licensee of a regulatory agency voluntarily agrees to comply with the statutes and/or regulations he is alleged to have violated by presenting the agency with a signed statement evidencing his knowledge of and voluntary compliance with those statutes and/or regulations.

Enter the month, day and year of the signed statement.

535 Order Before Judgment (mandatory at the time of occurrence)

A mandate, command or direction entered in writing issued by the court prior to final judgment or final disposition in the course of litigation between the parties, such as an order that a receiver take over a respondent's business, a discovery order, an order allowing an amendment to a complaint, etc.

Do not include temporary restraining orders or preliminary injunctions. See category #540.

Enter the month, day and year that the order was issued.

540 TRO/Preliminary Injunction (mandatory at the time of occurrence)

A preliminary injunction is a writ or order issued by the court, pending the entry of a final judgment in the matter, and requiring the respondent to refrain from a particular act or to do a particular act.

A temporary restraining order (TRO) is in effect an injunction, issued by the court prior to or at the time of filing the complaint in the action. A TRO may be requested ex parte, that is, without notice of contestation by the respondent. Its purpose is to prevent action pending a judgment by the court on the matters litigated. Its maximum life is 15 days or, if good cause appears to the court, 20 days from the date of the order.

Enter the month, day and year of the preliminary injunction or TRO.

## ACTION FILED

The activities contained in this section include formal accusations of statute and/or regulation violations.

Administrative actions are filed by regulatory agencies through the Office of the Attorney General. Civil and criminal actions can be filed by district and city attorney and Attorney General offices.

You may input information for as many of these categories as relate to the particular complaint or group of complaints. If more than one complaint involving a single respondent is included in an action filed, apply the follow-up information to the first complaint on your "Agency Complaint Listing" which relates to the action. Do not prepare a follow-up for each of the complaints included in the action that is filed.

Information entered in these categories will automatically lift a previous restriction. You do not have to circle category #710.

### 555 Administrative (mandatory at the time of occurrence)

A written accusation containing acts or omissions with which a respondent is charged. Its purpose is to determine whether a right, privilege, authority or license issued is to be suspended, revoked or otherwise restricted.

Enter the month, day and year that the accusation was filed.

### 560 Civil (mandatory at the time of occurrence)

A complaint is the initial pleading filed in a civil action. It sets forth the claims made by the agency (plaintiff) against the responding party (defendant). It is filed with the court, along with summons to be issued to the defendant.

Enter the month, day and year that the complaint was filed.

### 565 Criminal (mandatory at the time of occurrence)

A complaint is the initial pleading filed in a criminal action which alleges that a misdemeanor or felony has been committed.

An information is a written accusation of crime, without action by a grand jury, after a magistrate, at a preliminary hearing, has found sufficient cause to believe the defendant guilty of a public offense. If the accusation is from a county grand jury it is called an indictment.

Enter the month, day and year that the complaint or information was filed.

## ACTION TAKEN

The activities contained in this section, with the exception of "Warning Issued", represent the results of formal actions filed. In order for the system to accept an input to one of these categories, an "Action Filed" entry must have previously been entered. Only one civil action taken can be entered for a civil action filed. Only one criminal action taken can be entered for a criminal action filed. The same rule applies to administrative actions taken, unless a revocation is reduced to suspension and probation. Specific instructions are outlined in each of the category descriptions.

Apply the applicable "Action Taken" information to the same complaint to which you applied the "Action Filed" entry.

### 605 Probation (mandatory at the time of occurrence)

#### ADMINISTRATIVE ACTION ONLY

As part of a decision rendered in an administrative proceeding, the suspension or revocation of a respondent's license may be stayed or reduced on the condition that the respondent comply with any terms and conditions imposed by the regulatory agency.

Use this category if a revocation or suspension was stayed with probation being among the conditions imposed. Use this category and category #615 if a revocation was stayed with probation and suspension being among the conditions imposed.

Enter the month, day and year that the decision to grant probation or probation/suspension was made by the board, commission, committee, etc.

### 610 Revocation (mandatory at the time of occurrence)

#### ADMINISTRATIVE ACTION ONLY

The termination or cancellation of a license or certificate to practice a particular business or profession.

Enter the month, day and year that the decision to revoke was made by the board, commission, committee, etc.

615 Suspension (mandatory at the time of occurrence)

ADMINISTRATIVE ACTION ONLY

The temporary cancellation of a license or certificate to practice a particular business or profession.

Use this category and category #605 if a revocation was stayed with suspension and probation being among the conditions imposed.

Enter the month, day and year that the decision to suspend or to stay a revocation with suspension/probation was made by the board, commission, committee, etc.

620 No Violation (mandatory at the time of occurrence)

ADMINISTRATIVE ACTION ONLY

A no violation ruling can come about in two ways: First, the hearing officer who listens to and makes recommendations on the basis of evidence and testimony at an administrative hearing may determine that such evidence is insufficient to prove that the named respondent has violated a law or regulation. Second, the board members, upon whom rests the final decision regarding the outcome of a hearing, may decide, irrespective of the hearing officer's recommendation, that the infraction is not significant enough to warrant disciplinary action, in which case a no violation entry would be made.

Enter the month, day and year that the decision was made by the board, commission, committee, etc.

625 Warning Issued (mandatory at the time of occurrence)

After it has been determined that a violation may have occurred, a verbal warning or notice is given by an inspector, investigator or agency representative to a licensee respondent.

This category is not used in conjunction with an action filed; it is a result of an intermediate activity. Non-regulatory agencies may use this category, and may include both oral and written warnings, if applicable to their operations.

Enter the month, day and year that the warning was issued.

630 Dismissed (mandatory at the time of occurrence)

CIVIL/CRIMINAL ACTIONS ONLY

Action taken, either by agreement between the parties or on sustained motion by one of the parties through procedural devices, whereby the action filed is dismissed, generally by order of court.

Enter the month, day and year that the action was dismissed.

635 Judgment/Conviction-State (mandatory at the time of occurrence)

CIVIL/CRIMINAL ACTIONS ONLY

In the final determination of pending litigation, the decision is in the state's favor.

Enter the month, day and year that the judgment was entered.

640 Judgment/Acquittal-Respondent (mandatory at the time of occurrence)

CIVIL/CRIMINAL ACTIONS ONLY

In the final determination of pending litigation, the decision is in the respondent's favor.

Enter the month, day and year that the judgment was entered.

645 Judgment With Injunction (mandatory at the time of occurrence)

CIVIL/CRIMINAL ACTIONS ONLY

In the final determination of pending litigation between the parties, a final judgment is entered with a permanent injunction, which is a writ issued by the court either mandating or prohibiting the performance of a particular act by the respondent.

Enter the month, day and year that the judgment was entered.

MONEY AWARDED/MEDIATED AND COLLECTED

This section includes all monetary awards, whether via court action or as a result of an agency investigation or mediation effort. The "Money Awarded/Mediated" categories relate to stipulations or agreements to pay, whereas the "Money Collected" categories relate to the actual dollars or equivalent value received.

Restitution awarded or mediated does not have to be "hard cash". It can result from a respondent agreeing to replace, repair or correct a defect in a product or provide other services, in which case the equivalent in dollars should be entered.

The "Money Awarded/Mediated" categories are extremely important from a program standpoint, since they are excellent indicators that agencies are or are not able to build cases which have greater deterrent impact via larger penalties, and more significant consumer relief via increased restitutions.

NOTE: USE WHOLE DOLLARS and make sure that the entries end in the far right spaces. Do not use dollar signs, commas or decimal points.

EXAMPLES:

						6	5	3
--	--	--	--	--	--	---	---	---

(\$653.25)

						1	0	2	7
--	--	--	--	--	--	---	---	---	---

(\$1,026.75)

661 Costs Awarded (mandatory when closed)

Statutory allowance to a successful litigant (agency) to reimburse that agency for court and other costs incurred in the action. Reimbursement for costs does not include reimbursement for attorney's fees. Payment of those fees is generally authorized by statute or as part of a contract between two parties.

Enter the whole-dollar amount of the costs and authorized attorney's fees.

663 Penalties Awarded (mandatory when closed)

A sum of money made payable by way of punishment for non-performance of an act or performance of an unlawful act, the character of which does not change whether it is from criminal prosecution or civil action.

Enter the whole dollar amount of the penalty.

665 Restitution Awarded/Mediated (mandatory when closed)

Restoration of real or personal property, or of a sum of money, to be returned or paid to the rightful owner pursuant to a court order, or by way of mediation (agreement by the respondent).

Enter the whole-dollar amount of money or the equivalent dollar value of replacement, repair or other services.

662 Costs Collected, 664 Penalties Collected, and 666 Restitution Collected (optional)

If you have an established procedure or intend to establish a procedure for monitoring actual recoveries, you may enter incremental or final amounts in these categories. If you have previously entered an incremental amount and you wish to add to that amount, see General Instructions Section C-2, page 96.

DISPOSITION

The disposition categories generally relate to events which occur as a result of mediation or investigatory efforts. However, they can also be used by law enforcement agencies when 1) cases are closed without court actions having been taken; 2) when a court action encompasses many complaints, only one of which identifies that action, and the agency wishes to identify the remaining complaints as having been part of a court action, e.g., #677-Complaint Resolved-Other, #687-Complaint Not Resolved-Other; or 3) when it is desirable to further describe the effect of a court action on the complainant(s) by applying the specific outcome to all of the complaints included in the action, e.g., #671-Refund/Reduced Amount/No Payment Required or #673-Services Performed/Goods Delivered, etc.

Do not use a disposition category (such as "Other") to indicate that a complaint has been referred or transferred. See #161-Referred To or #165-Transferred To instructions in General Instructions Section A, pp 59-61.

If you only wish to record whether or not a complaint has been resolved, and you are not interested in how it was resolved or why it was not resolved, you may circle #67 or #68 only. If you wish to catalogue specific information regarding a resolved or unresolved complaint, circle #67 or #68 and the applicable subcategory number.

Only one category and subcategory number can be circled for each complaint.

67 Complaint Resolved (optional)

The consumer is satisfied and all parties agree to the method of resolution.

Circle the category number and one of the specific sub-categories defined below:

67-1 Refund/Reduced Amount/No Payment Required

A cash or credit refund is made in an amount acceptable to the complainant; the outstanding balance is reduced; or the complainant does not have to pay anything at all or make any further payments.

67-2 Exchange

A product or service, acceptable to the complainant, is substituted by the respondent.

67-3 Services Performed/Goods Delivered

A service is performed in an acceptable manner; a service previously performed in an inferior or unacceptable manner is satisfactorily corrected; or a product ordered by the complainant is received under acceptable terms.

67-4 Contract Cancelled

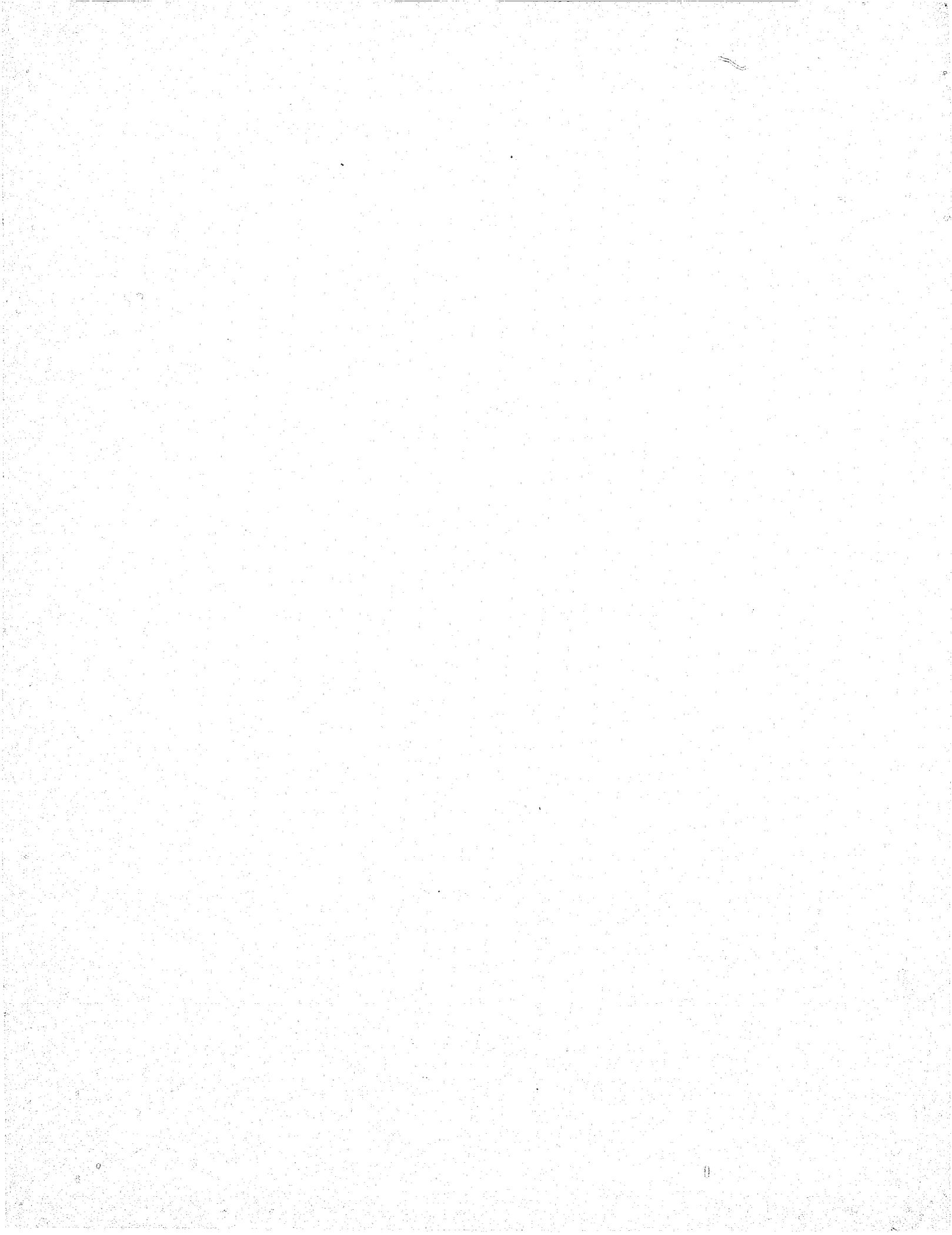
A contract is completely voided (unwinding).

67-5 Goods Returned

Goods placed in the custody of the respondent are returned to the complainant.

67-6 Information or Assistance Provided

A complainant is assisted in satisfactorily resolving his own complaint, after it has been determined that that method will be more successful.



**CONTINUED**

**1 OF 3**

67-7 Other

Includes voluntary withdrawal of a complaint, by the complainant, for any reason.

This subcategory can also be used by law enforcement agencies to record individual resolutions for multiple complaints included in a single court action; i.e., if six complaints are included in one court action, that action can only be applied to one of them. "Complaint Resolved-Other" can be entered on the remaining five to indicate that they are part of a successful court action.

68 Complaint Not Resolved (optional)

Attempts to resolve the complaint are unsuccessful and/or the complainant is not satisfied.

68-1 No Offer Made

The respondent refuses to offer a settlement or will not respond to inquiries, and the agency has no other means with which to effect a settlement.

68-2 Offer Made and Refused

The respondent agrees to provide some remedy, but the complainant will not accept the offer. This subcategory should be used regardless of the complainant's reasons for non-acceptance or the reasonableness of the offer.

68-3 Cannot Locate Parties

The location of the respondent and/or complainant is unknown and cannot be determined.

68-4 Complaint Invalid

After receipt and initial analysis or investigation of the complaint, it is determined that it lacks sufficient merit as a bona fide allegation of an unfair, deceptive or illegal business practice.

68-5 Complaint Unsubstantiated

The documents, witnesses or other factors pertinent to the case are illegible, unavailable, unreliable or otherwise unacceptable for use in investigating and mediating the complaint.

68-6 Not Established

Do not input to this category until further notice.

68-7 Other

Includes complaints for which no remedy can be found and which do not fit into one of the above subcategories.

This subcategory can also be used by law enforcement agencies to record individual resolutions for multiple complaints included in a single court action; i.e., if six complaints are included in one court action, that action can only be applied to one of them. "Complaint Not Resolved-Other" can be entered on the remaining five to indicate that they are part of an unsuccessful court action.

69 Consumer Advised To (optional)

The complainant is directed to consult legal counsel or utilize the court system in his own behalf.

69-1 Pursue Action With Private Attorney

The complaint involves a matter which requires legal advisement or representation beyond the capability or capacity of the agency. Partial or complete investigation/mediation may have occurred prior to making this determination.

69-2 Pursue Action Via Small Claims Court

The complaint is judged to be best resolved by the complainant via the civil process. Partial or complete investigation/mediation may have occurred prior to making this determination.

705 RESTRICTED INFORMATION (optional)

This category can be used only when the release of complaint information will jeopardize an agency's investigation or compilation of a case.

A data form (Original or Follow-up) must be submitted for each complaint you wish to restrict. Therefore, if there are six (6) complaints in your office involving the same respondent, and you wish to restrict more than one of them, a separate form must be submitted for each one. See General Instructions Section C-1, page 90 (addition to Original Data Form), or circle this category on each of the follow-ups.

710 CLEAR RESTRICTION (optional)

This category is used to remove a previous restriction on a complaint. A formal action filed will automatically clear a restriction, since the filing is public information. A closure will also automatically clear a restriction, since the matter is considered to be concluded. To clear a restriction at any other stage circle this category on the data form.

REMARKS

Enter any type of information which you want to convey to the Program Office. It will not go into the system, but it will be looked at manually and evaluated. It is an excellent way to determine if revisions to the Follow-up Data Form are necessary, and your input is encouraged.

PREPARED BY

The person(s) designated to assume responsibility for the data which is submitted must sign or initial the data form. No particular level of authority is required; therefore, your designee(s) may be the person(s) inputting the data, a supervisor, investigator, etc.

FINAL NOTE:

All of the categories on the Follow-up Data Form can be corrected or changed at a later date, if necessary. See General Instructions Section C-2, pp 93-97 for detailed instructions.

### III. GENERAL INSTRUCTIONS

#### C. CHANGES TO DATA FORMS

Data forms can be changed for a variety of reasons: An error is made on the original or follow-up documents; a new development or additional knowledge requires a change in the information already entered; it is necessary or desirable to add another item of information to the stored data; or it is necessary to delete an item of information from the stored data.

If you find it necessary to make any changes to the existing data in the file (other than regular follow-up), first determine the category or categories to be changed and read the specific instructions relating to those categories.

Every addition, deletion, correction or other change must include the applicable "Identification Number" and "Change Date" (current date). That date must be greater than the date in the I.D. Number, and each subsequent change must have a different and more current date.

#### EXAMPLE:

If you have input a complaint which was received in your office November 11, 1977, the date in the I.D. Number will be 111177. If, on December 15th, you discover that you entered the incorrect code for "Product or Service", you would prepare another Original Data Form with a "Change Date" of 121577 and enter the correct code. If, after mailing that document to the Program Office, but on the same day, you discover that the Product or Service code is still incorrect, you would prepare a second correction, entering a Change Date of 121677 (December 16, 1977) in order for the computer to process the documents in the correct order.

In order for you to easily identify the allowable changes to existing information, instructions have been segregated for original and follow-up data forms. In addition, each category has been separated and contains instructions regarding what changes you can and cannot make.



### III. GENERAL INSTRUCTIONS

#### C-1. CHANGES TO ORIGINAL DATA FORM

In order to make single or multiple category additions, deletions, corrections or other changes, the following information must be entered on each Original Data Form:

- \* The I.D. Number of the complaint to be changed.
- \* The Change Date (current month, day and year) located in the upper right-hand corner of the form.
- \* The new data for the specific category or categories being changed.
- \* The name or initials of the person initiating the change (Prepared By).

You can correct the same category of data or make various category corrections as many times as is necessary, provided each subsequent correction bears a later date in the "Change Date" field than any previous document. This is true for both non-dated and dated categories, since the date in a Referred To, Transferred To, etc. category has no bearing on the order in which the computer selects. the final entry. You can even back date a dated category, provided it does not precede the date in the I.D. Number, as long as you enter a later Change Date than any used previously.

You do not have to re-enter the whole complaint when a change is made. Enter the I.D. Number and Change Date and follow the itemized category instructions.

You cannot delete an entire complaint from the file. You can correct any or all of the categories on the data form with the exception of Identification Number, Respondent Name and Other Known Name(s). If you need to delete a whole complaint or correct any of the above categories, contact the Program Office and give one of the staff the details of the proposed deletion or change(s) and they will initiate the necessary action.

The following are specific instructions regarding allowable changes to each data form category. PLEASE FOLLOW THEM CAREFULLY.

### 915 Other Known Names

Since this is a multiple category, you may add any names which you have learned are being or have been used by the respondent in conducting his business.

To add an Other Known Name to the original complaint in your file, enter the Respondent Name as shown on your Agency Complaint Listing or Original Data Form, and the name(s) you wish to add in category #915. You may add as many names as are applicable, but for every two (2) names you enter, you must use another data form.

To delete, correct or change an established Other Known Name, contact the Program Office.

### Contact Name

To change or correct only, enter the new or corrected name. The computer will automatically delete the previous name.

This category cannot be added to or deleted since it is a single, mandatory field.

### Respondent Area

To change or correct only, enter the new or corrected area. The computer will automatically delete the previous entry.

This category cannot be added to or deleted since it is a single, mandatory field.

### Transaction Date

To change or correct only, enter the new or corrected date. The computer will automatically delete the previous date.

This category cannot be added to or deleted since it is a single, mandatory field.

### Initial Contact

To change or correct only, circle the new or corrected code number. The computer will automatically delete the previous entry.

This category cannot be added to or deleted since it is a single, mandatory field.

### Transaction Place

To change or correct only, circle the new or corrected code number. The computer will automatically delete the previous entry.

This category cannot be added to or deleted since it is a single, mandatory field.

### Product or Service

To change or correct only, enter the new or corrected code that you circled on the reverse side of the data form. The computer will automatically delete the previous code.

This category cannot be added to or deleted since it is a single, mandatory field.

### Written Contract

To change or correct only, circle the new or corrected code. Remember, "No" means "unknown" as well as "no". The computer will automatically delete the previous code.

This category cannot be added to or deleted since it is a single, mandatory field.

### Problem

Since this is a multiple category, additions and deletions can be input as well as changes and corrections, as long as the entry results in at least one, and not more than five, items remaining.

You must completely re-enter the problem section the way you wish it to appear in its corrected form. For example, if the original problems were #205-Advertising and #250-Charge Above Estimate, and you discover that #235-Representation of Price/Terms should have been input instead of advertising and the complaint referred to excessive charges as well as charges over the estimate, you would make the proper correction and addition by circling the data form as follows:

#235-Representation of Price/Terms  
#250-Charge Above Estimate  
#255-Charge Excessive

If you originally entered two problems and you wish to add two more but you only circle the additions, the computer will automatically delete your original entries. Likewise, since there is no way to delete one or more items, you must re-enter those that should remain.

### 161 Referred To

To correct or change a "Referred To" action or to add it for the first time, enter the corrected or new agency code and date. The computer will automatically delete any previous data.

Since this category is only mandatory if a referral condition exists, you can delete information previously entered. To delete the entry, place a "D" in the first space to the left, leaving the remaining spaces blank.

Note: Because of the multiple involvement in complaints referred to other user agencies, a correction, change or delete action will be brought to the attention of the Program Office, where it will be double-checked with both the referring and referred to agencies.

### 165 Transferred To

#### User Agencies:

To correct, change or delete the transfer of a complaint to a user agency, telephone that agency and ask them to transfer the complaint back to you by preparing a change (add) document. This will re-establish the complaint in your file, at which time you can take any further action necessary. You must wait until the complaint reappears on your Agency Complaint Listing before adding further data. At that time, enter the corrected or new agency code and date, or do nothing if you do not want the complaint re-transferred.

If you are adding Transferred To information for the first time, enter the agency to whom you are transferring the complaint, and the date.

#### Non-user Agencies:

To correct or change Transferred To information relating to non-user agencies, or to add it for the first time, enter the corrected or new agency code and date. The computer will automatically delete any previous data.

To delete a previous transfer, place a "D" in the first space to the left, leaving the remaining spaces blank. The computer will automatically re-open the complaint in the system for your agency.

## 168 Non-user Information

To correct or change this data, or to add it for the first time, enter the corrected or new agency from whom you received the information, and the date.

To delete a previous entry, place a "D" in the first space to the left, leaving the remaining spaces blank. The computer will automatically open the complaint in the system for your agency.

## 171 '17508' Letter

### Regular Complaint:

To correct or change 17508 information which was part of a complaint, or to add it for the first time, enter the corrected or new date.

To delete a previous entry, place a "D" in the first space to the left, leaving the remaining spaces blank.

### "Dummy" Entry:

If the initial entry was not attached to a complaint, but was input strictly for the 17508 Letter Listing ("dummy" entry), and you wish to change or correct the date the letter was written, enter the new or corrected data and the computer will automatically delete the previous entry. If the letter was never sent and you wish to delete the entire entry, place a "D" in the first space to the left, leaving the remaining spaces blank.

If the respondent to whom you wrote the letter was not the correct respondent and you wish to change the name, you must delete the previous action and resubmit a new data form.

## 181 Date Closed

To correct or change a closure, or to add it for the first time, enter the corrected or new date.

To delete a previous closure, place a "D" in the first space to the left, leaving the remaining spaces blank. The computer will automatically re-open the complaint in the system.

### How Received

To correct or change this information, or to add it for the first time, circle the appropriate code. The computer will automatically delete any previous data.

This category cannot be deleted. Once you have decided to track this optional information, your only alternative to a delete action is to circle #728-Unknown.

### Respondent License Number

To correct or change a regulatory license number, or to add it for the first time, enter the corrected or new data. The computer will automatically delete any previous data.

To delete a license number, place a "D" in the first space to the left, leaving the remaining spaces blank.

### Received From

To correct or change this information, or to add it for the first time, enter the corrected or new agency code and date. The computer will automatically delete any previous data.

To delete, place a "D" in the first space to the left, leaving the remaining spaces blank.

### Complainant Name

To correct or change a name, or to add it for the first time, enter the corrected or new name. The computer will automatically delete any previous data.

To delete a name, place a "D" in the first space to the left, leaving the remaining spaces blank.

### 705 Restricted Information

You can only add this data to an original data form. Circle this code number if you wish to restrict the complaint information. Remember, you must prepare a data form for each complaint you wish to restrict.

To delete or "lift" a previous restriction, see General Instructions Section B, page 82. (#710-Clear Restriction)

### Statute or Rule

Since this is a multiple category, more than one statute or rule can be added to the file, as long as the total for each does not exceed three (3). You can also correct, change and delete one or more of the statutes and/or rules.

You must completely re-enter the statute and rule sections the way you wish them to appear in their corrected form. Therefore, if you have previously entered two statutes and you want to add another one, you must re-enter all three. If you want to delete one of them, you must re-enter the remaining statute. The same applies to changes and corrections; all relevant statutes or rules must be completely restated.

To delete either the statute or rule section in its entirety, place a "D" in the first space to the left in the first field of the applicable section, leaving the remaining spaces blank.

### Complainant Area

To correct or change an area, or to add it for the first time, enter the corrected or new area code. The computer will automatically delete any previous data.

To delete an area, place a "D" in the first space to the left, leaving the remaining spaces blank.

### Internal File Number

To correct or change a number, or to add it for the first time, enter the correct or new number. The computer will automatically delete any previous data.

To delete a number, place a "D" in the first space to the left, leaving the remaining spaces blank.







### III. GENERAL INSTRUCTIONS

#### C-2. CHANGES TO FOLLOW-UP DATA FORM

Any addition of new category information is entered in the same manner as the first follow-up you prepare; i.e., the addition of "Action Taken" after you have input "Action Filed", the recording of a "Disposition" or "Money Awarded/Mediated" action after some "Intermediate Activity," etc. You would therefore apply the regular follow-up instructions located in the General Instructions Section B for "add" entries. This does not preclude you from making "add" and other "change" entries involving the same complaint on the same data form.

The following instructions relate only to corrections, changes and deletions of previous entries. In order to make single or multiple category changes to prior inputs, the following information must be entered on each Follow-up Data Form:

- \* The I.D. Number of the complaint to be changed.
- \* The date (current month, day and year) located in the upper right-hand corner of the form.
- \* The new data for the specific category or categories being changed.
- \* The name or initials of the person initiating the change (Prepared By).

You can correct the same category of data or make various category corrections as many times as is necessary, provided each subsequent correction bears a later date in the "Date" category (located to the right of the I.D. Number) than any previous follow-up data form. The category date (Investigation, Probation, etc.) has no bearing on the order in which the computer selects the final entry. You can even backdate a category, provided it does not precede the date in the I.D. Number, as long as you enter a later document date than any used previously.

You do not have to re-enter all of the follow-up actions that have previously been entered when a change is made. Simply enter the I.D. Number and Date and proceed to the applicable category or categories itemized below. PLEASE FOLLOW THE INSTRUCTIONS CAREFULLY.

### 161 Referred To

To correct or change a Referred To action, enter the corrected or new agency code and date. The computer will automatically delete the previous data.

To delete the entry, place a "D" in the first space to the left, leaving the remaining spaces blank.

NOTE: Because of the multiple involvement in complaints referred to other user agencies, a correction, change or delete action will be brought to the attention of the Program Office, where it will be double-checked with both the referring and referred-to agencies.

### 165 Transferred To

#### User Agencies:

To correct, change or delete the transfer of a complaint to a user agency, telephone that agency and ask them to transfer the complaint back to you by preparing a change (add) document. This will re-establish the complaint in your file, at which time you can take any further action necessary. You must wait until the complaint reappears on your Agency Complaint Listing before adding further data. At that time, enter the corrected or new agency code and date, or do nothing if you do not want the complaint re-transferred.

#### Non-user Agencies:

To correct or change Transferred To information relating to non-user agencies, enter the corrected or new agency code and date. The computer will automatically delete the previous date.

To delete a previous transfer, place a "D" in the first space to the left, leaving the remaining spaces blank. The computer will automatically re-open the complaint in the system for your agency.

### 181 Closed

To correct or change a closure, enter the corrected or new date.

If you have closed a complaint and then discover some additional or corrected follow-up information that should be input, you can, in effect, re-open the complaint, enter the new data and re-close all on one data form. Enter the appropriate data and change the closed date so that it is equal to or greater than the latest activity date.

To delete a previous closure, place a "D" in the first space to the left, leaving the remaining spaces blank. The computer will automatically re-open the complaint in the system.

### Intermediate Activity

You can correct, change or delete any or all of these categories; but since they are single categories you cannot store more than one date per category. For example, if you held more than one informal hearing regarding the same complaint, the computer will automatically delete the first hearing date when you enter the second date.

To correct or change one or more of the categories in this section, enter the corrected or new date(s).

To delete any of the information previously entered, place a "D" in each field you are deleting, in the first space to the left, leaving the remaining spaces blank.

### Action Filed

To correct or change any or all of the categories in this section, enter the corrected or new dates. The computer will automatically delete the previous data.

To delete any of the information previously entered, place a "D" in each field you are deleting, in the first space to the left, leaving the remaining spaces blank.

NOTE: If you delete an Action Filed, you must also delete any subsequent Action Taken, with the exception of "Warning Issued", for the computer to accept the entry. In addition, if you had restricted a complaint and a subsequent Action Filed had "lifted" or cleared the restriction, the deletion of the Action Filed will not automatically re-establish the restriction. You must circle category #705 if you want to restrict the complaint information.

### Action Taken

You can correct, change or delete any or all of these categories; but since they are single categories you cannot store more than one date per category. For example, if you issued more than one warning regarding the same complaint, the computer will automatically delete all but the most recent date.

To correct or change one or more of the categories in this section, enter the corrected or new date(s).

To delete any of the information previously entered, place a "D" in each field you are deleting, in the first space to the left, leaving the remaining spaces blank.

### Money Awarded/Mediated

To correct or change any or all of the categories in this section, enter the corrected or new whole dollar amounts. The computer will automatically delete the previous data.

To delete any of the information previously entered, place a "D" in each field you are deleting, in the first space to the left, leaving the remaining spaces blank.

### Money Collected

To correct or update (incremental collections) any or all of the categories in this section, enter the corrected or new whole dollar amounts. The computer will automatically delete the previous data.

To delete any of the information previously entered, place a "D" in each field you are deleting, in the first space to the left, leaving the remaining spaces blank.

### Disposition

Corrections, changes and deletions can be handled in several ways, depending on the final result desired.

#### 1. CORRECTION OF A SUBCATEGORY

If the complaint remains resolved but the manner in which it was resolved was input incorrectly, circle the proper subcategory number (1 through 7). The computer will automatically delete the previous subcategory.

#### 2. DELETION OF A CATEGORY

If a Complaint Resolved entry was input prematurely and you subsequently discover that more mediation is necessary, delete the previous action by circling subcategory "D".

#### 3. CHANGING OF A CATEGORY

If a Complaint Resolved entry was made in error; i.e., the entry should have been "Not Resolved", delete the former entry by circling Complaint Resolved subcategory "D", and add the correct information by circling code #68 and its appropriate subcategory number.

#### 4. DELETION OF A SUBCATEGORY

If you have previously entered a Complaint Resolved action which included the manner in which the complaint was resolved (subcategories 1 through 7) and you don't want to record the subcategory information, but do want to maintain the fact that it was resolved, circle category #67 only. The computer will automatically delete the previous subcategory entry.

The remaining Disposition categories should be handled in the same manner.

#### 705 Restricted Information

To correct, change or delete a restriction, circle category #710. The computer will "lift" the restriction, making your complaint information available to other users.

If you are lifting a restriction on a series of complaints relating to one respondent, you must submit a data form for each complaint.

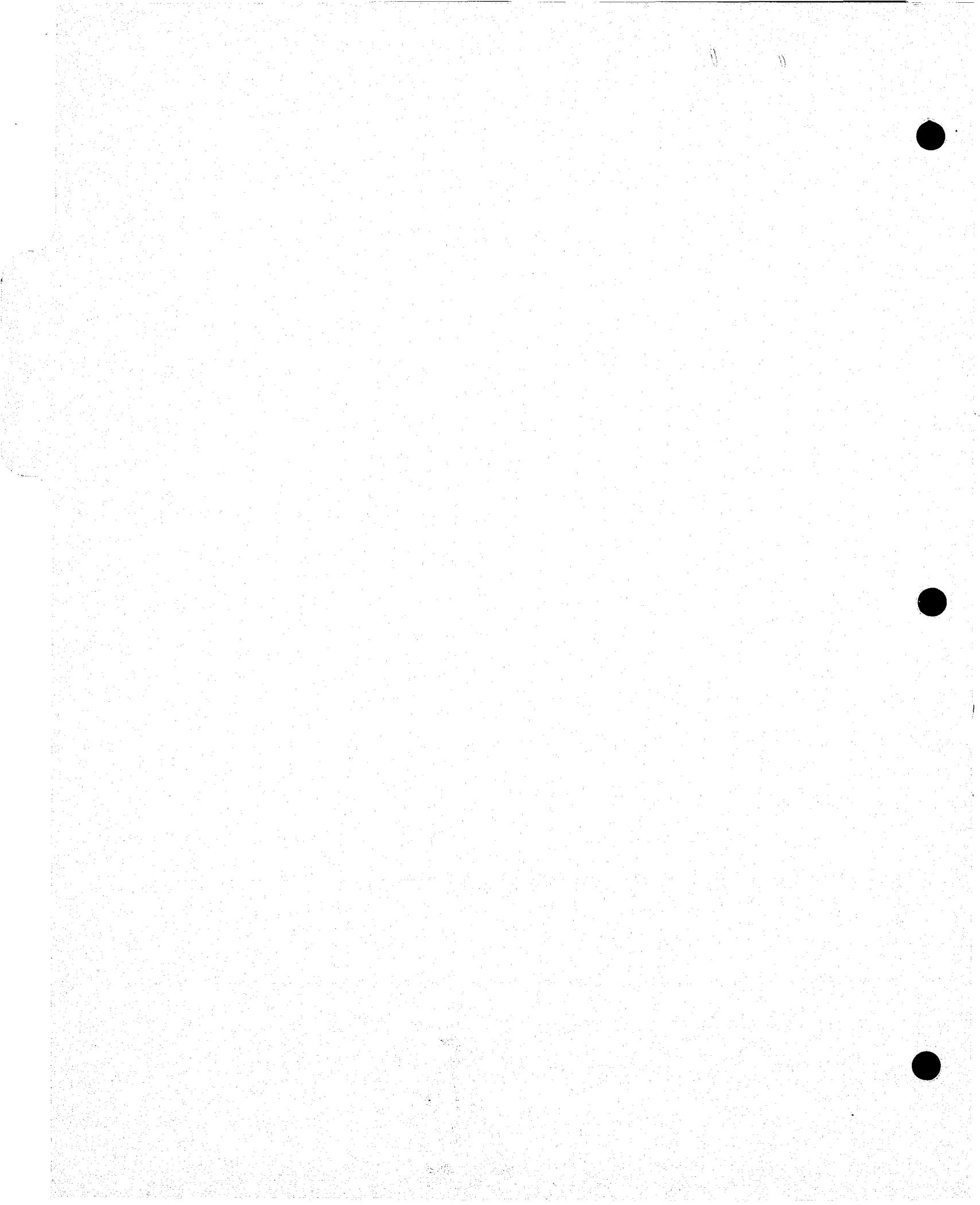
#### 710 Clear Restriction

To correct or change a "clear" entry, circle category #705. The computer will restrict the complaint, making the information unavailable to other users.

If you are re-restricting a series of complaints relating to one respondent, you must submit a data form for each complaint.







### III. GENERAL INSTRUCTIONS

#### D. PROCESSING

The continuous and regular flow of data forms to the Program Office, and subsequent processing and turnaround of information (reports) to the user agencies is essential to the successful perpetuation of a timely and useful communications network.

The integrity of the system depends not only on the quality and continuity of the information stored in and disseminated from it, but also on the care taken in protecting the rights of businesspeople (respondents) and consumers (complainants). This can be accomplished to some degree by ensuring that the data forms and reports are directed only to those agencies that are part of the data bank, and only to those persons within each participating agency who are responsible for consumer protection activities; i.e., complaint mediation, investigation, legal action, etc.

The following steps must be observed to ensure timeliness, validity and protection of data in its movement to and from the Program Office.

1. Enter original complaint information on the data forms daily.
2. Enter follow-up information as soon as it occurs, to the extent that you are able to do so. REMEMBER, "Investigation", "Action Filed" and "Action Taken" follow-ups must be input immediately.
3. Enter corrections, additions, deletions or other changes as soon as it is discovered that erroneous information has been entered in the data bank.
4. Batch each of the original, follow-up and correction groups separately (paper-clipped, stapled, clamped, banded, etc.).
5. Mail the separated groups of data forms in one package to:

Department of Consumer Affairs  
Cooperative Consumer Protection Program  
1021 O Street, Room A-506  
Sacramento, California 95814  
ATTENTION: Program Manager

6. Plainly stamp or print "CONFIDENTIAL" on each package sent through the mails or forwarded by messenger service.

7. Mail data forms daily if you wish, but at least twice a week.
8. Your data forms will be reviewed by the Program staff for completeness and legibility. You will be contacted by telephone if a data form cannot be forwarded for processing. You will also be contacted if, for any reason, any part of the information contained in the data form cannot be accepted by the computer; i.e., non-existent agency or area code, more than five (5) "problems" circled, invalid date, etc.
9. The reports you have requested will be forwarded to you according to the frequencies you have established (weekly, monthly, quarterly, etc.). Types of reports and their frequencies can be changed, when necessary, to better suit your needs. Notify the Program Office if you wish to request a change.
10. The reports and other confidential materials will be directed to the person you have designated as your central contact. They will also be stamped "CONFIDENTIAL".
11. All partially completed or completed data forms must be kept in a locked drawer or file during working hours if the person(s) responsible for filling them out is away from his/her office or desk. The same procedure is mandatory for microfiche and paper reports, and all other relevant materials.

All materials must be securely locked-up during non-working hours. Keys to the files must be limited to those persons having direct responsibility for the data forms and reports.

12. There are two particular "cut-off" periods during the year which require each agency to "clean-up" and "clean-out" its files. These periods are the end of the State fiscal year (June 30th) and the end of the calendar year (December 31st).

Since the accuracy of your yearly management, budget, supervisor, Board, etc., reports (especially statistical reports) depends on up-to-date information, it is extremely important that all applicable data is entered into the system before the cut-off periods. This means that the data must be in the Program Office no later than the 5th calendar day of the following month; i.e., July 5th and January 5th.

If you have any questions regarding the instructions contained in this or any other section of the user's manual, please write or telephone the Program Office.

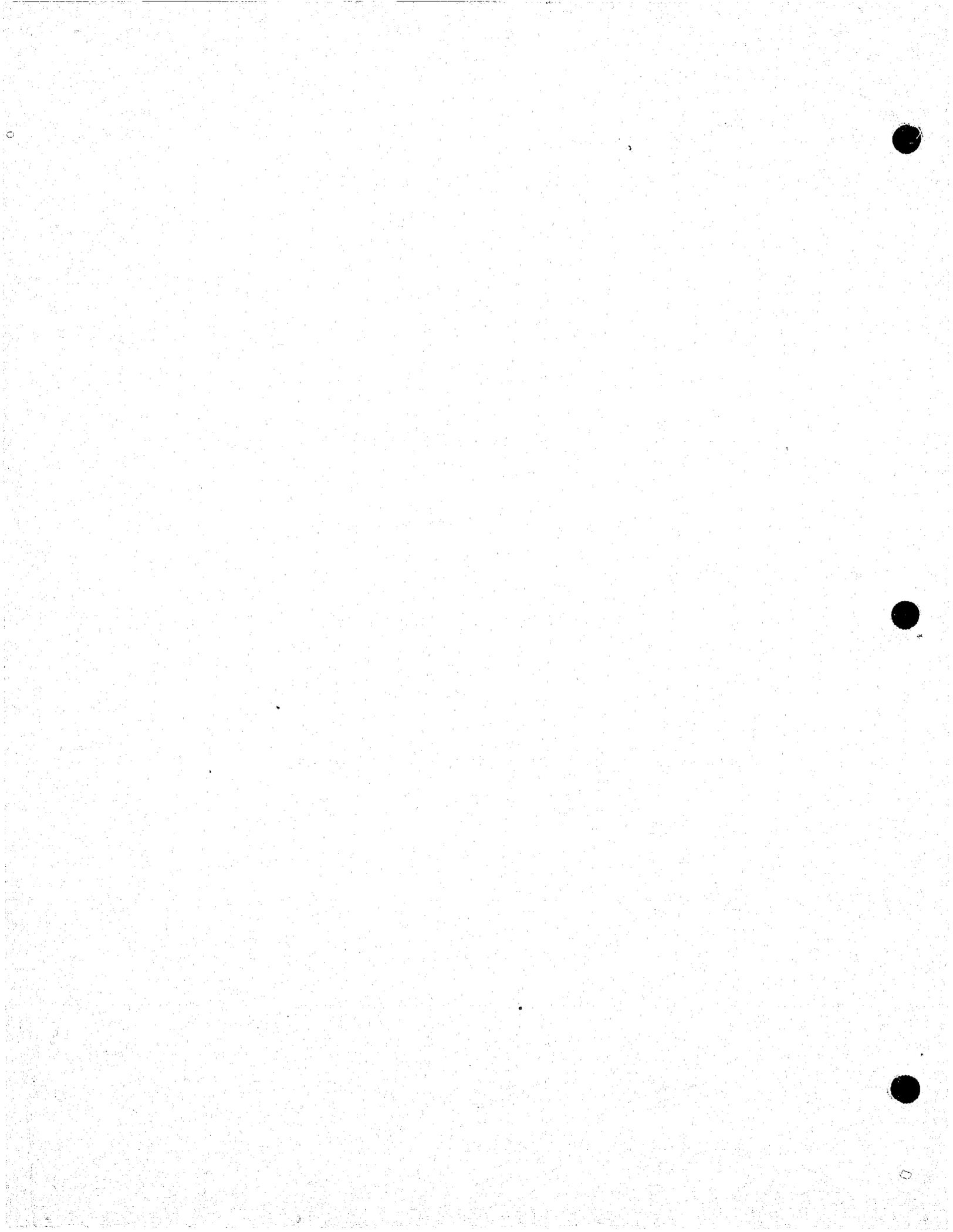
You are encouraged to make suggestions for revisions and updates to the manual, data forms, reports, etc. All suggestions will be reviewed and evaluated for inclusion into the system. Adopted changes will be forwarded to you under cover of a change letter in order for you to keep your user's manual current.

#### IV. STANDARD REPORTS

##### INTRODUCTION

The reports described in this section are those which will be provided to you on a regular basis, as frequently as you require within the system's capability to produce them. High-volume reports will be printed on microfiche (film) for easy access and storage. If you have a large and/or decentralized organization and you need a "hard" copy or printed segment of a particular microfiche report for members of your staff who do not have access to a reader, you may contact the Program Office, where it will be prepared and forwarded to you that day.

Each report is accompanied by an explanation of its purpose, as well as general information regarding its structure and content. You are encouraged to study them carefully in order to put them to the best possible use.





REPORT OF  
ACTIVE COMPLAINTS

A "hard copy" (paper) report of active complaints is prepared quarterly for each agency. It lists all open complaints irrespective of the date they were entered into the system. You may elect to receive this report quarterly or semi-annually, as your needs dictate.

The purpose of this report is twofold: First, it gives you a clear picture of the complaints in your agency which are still open, the length of time they have been in the system (from the date field in the "Identification Number"), and the person to whom they were assigned. It is a valuable management tool for following up on active complaints. Second, closure input generates a period of retention, after which the complaints disappear from the current file and are merged into the history file. In order to keep the current file at a workable level, we must ensure that closures are reported as they occur.

The report is sorted by contact person, primary and respondent names, and complaint identification number. There are two columns on each page which read from top to bottom, left to right.

RUN DATE: 01/07/78  
AGENCY: SACRAMENTO DA

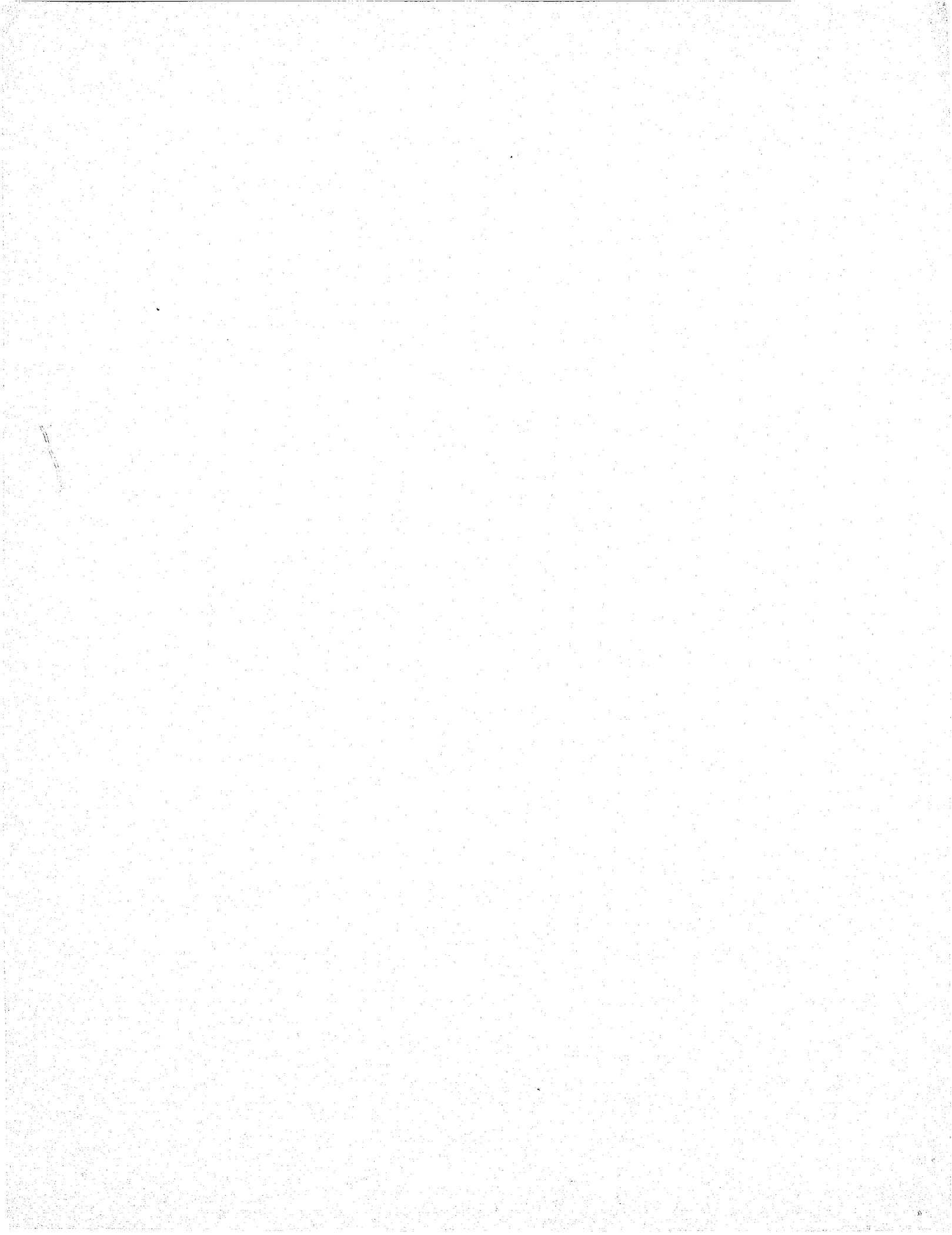
COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 1  
PROGRAM: CACP52

REPORT OF ACTIVE COMPLAINTS FOR PERIOD ENDING 12/31/77

CONTACT	PRIMARY NAME RESPONDENT NAME	ID NUMBER	CONTACT	PRIMARY NAME RESPONDENT NAME	ID NUMBER
ANDERSON	ALTONS AUTO SALES AND SERVICE BOB ALTONS INC	071177-00591	GRAMATKY	BUG HOUSE	011276-01221
	AMERICAN FOREIGN CAR REPAIR	081177-00666		CALLIS RUG CARE	061277-00408
	AMERICAN HOME PRODUCTS	103177-01000		NINAS HAIR DESIGN	042377-00312
AZEALEA	DICKS MUFFLER INSTALLATION	082376-00823		OPIES LUNCH PLACE	122376-01315
	MARK CLINE FURNISHINGS	102577-00972		SARAS BURGER HOUSE	100476-01012
BATES	ARAGON HOSPITAL SUPPLY	102175-02119	HERTZIG	FUNKIES BARBER SHOP ALBERT FUNKIE CORP	082377-00749
	CARRINGTON CARPET CLEANING	102176-01078			
	DENNISON AIRCRAFT SALES	071577-00598			
	FRANKS IMPORTED FURNITURE	081577-00712			
	GRANT TIRE SALES & RECAPING	091176-00941			
CRAMER	RALPHS RADIATOR FLUSHING & REPAIR	091277-00823			
	TAYLOR RUSSELL & SMITH INVESTMENTS	091277-00824			
	WILSON CAR CARE CENTER	091275-00782			
DONNER	BOBS UPHOLSTERY	011377-00054			
FANNING	CLARKS HEALTH SPA	091377-00842			
FERRIS	BARNS CAMPUS CAR CENTER JOSEPH BARNS INC	091576-00980			

SAMPLE





## AGENCY COMPLAINT LISTING

This is an agency microfiche report of all complaint activity input by that agency, as well as "matches" with other agencies where they have entered complaint information involving the same respondents. The report is prepared weekly and will contain all of the complaint information in the current file, including closed complaints. You may elect to receive this report weekly, bi-weekly or monthly, as your needs dictate. You are encouraged to request an updated report as often as possible, in order to stay current with the latest actions.

The purpose of the report, in addition to giving you a compilation of all of your activity, is to make you aware of other agencies who have entered complaint information involving some of the same respondents and other known names under which those respondents operate. In this way, you can begin sharing information on a regular basis.

The report is sorted by primary name and your respondent name(s) within that primary, and identification number. It includes all of the categories of information on the original and follow-up data forms that you have entered to date. It lists the total number of complaints per respondent within your agency, as well as the statewide total. It also includes other known names for each applicable primary name. They are shown above the agency total for that primary name, as well as in their normal alphabetical sequence, with a message directing you to the correct primary name.

RUN DATE: 02/01/77  
 AGENCY: SACRAMENTO COUNTY DA

COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 1  
 PROGRAM: CACP34

AGENCY COMPLAINT LISTING  
 CURRENT FILE

PRIMARY NAME RESPONDENT NAME PROBLEMS	IDENTIFICATION NUMBER RESPONDENT AREA PRODUCT OR SERVICE	STATUS CONTRACT INIT CONTACT	CONTACT TRANS DATE TRANS PLACE	-----ACTION----- TYPE AMOUNT/DATE
ALTONS AUTO SALES AND SERVICE CENTURY AUTO SALES REPRESENTATION PRODUCT/SERVICE PRODUCT NOT AS ORDERED	134 02 15 76 00051 *** SACRAMENTO MOTOR VEHICLES-NEW	CLOSED CONTRACT-YES BUYERS PREM	BARNETT 01/31/76 SELLERS PREM	INVESTIGATION 02/20/76 TRO/PRELIM INJUNCT 05/28/76 CIVIL ACTION FILED 06/05/76 ORDER BEFORE JUDGMT 07/12/76 JUDGMT/CONV-STATE 08/30/76 CASE CLOSED 09/13/76 MONEY AWARD/MED-P \$5,012 MONEY AWARD/MED-R \$6,500
HOW RECVD.....MAIL LICENSE NUMBER B12531 RECEIVED DATE.....03/12/76 STATUTES BP5251.1 BP525123.1	COMPLAINANT NAME.....BERLINGE RESTRICTED INFORMATION FILE NUMBER.....51 RULES AC23197.1A	COMPLAINANT AREA...SACRAMENTO RECVD FROM..SAN JOAQUIN CO DA		

ALTONS AUTO SALES AND SERVICE ALTONS AUTO SALES AND SERVICE REPRESENTATION PRICE/TERMS INADEQUATE DISCLOSURE/TERMS	134 03 16 76 00561 SACRAMENTO MOTOR VEHICLES-USED	ACTIVE CONTRACT-YES NEWSPAPER/MAG	HENRY 02/16/76 SELLERS PREM	
OTHER KNOWN NAMES-BOB ALTONS CENTURY AUTO SALES	SMILIN BOB ALTONS QUALITY USED CARS			

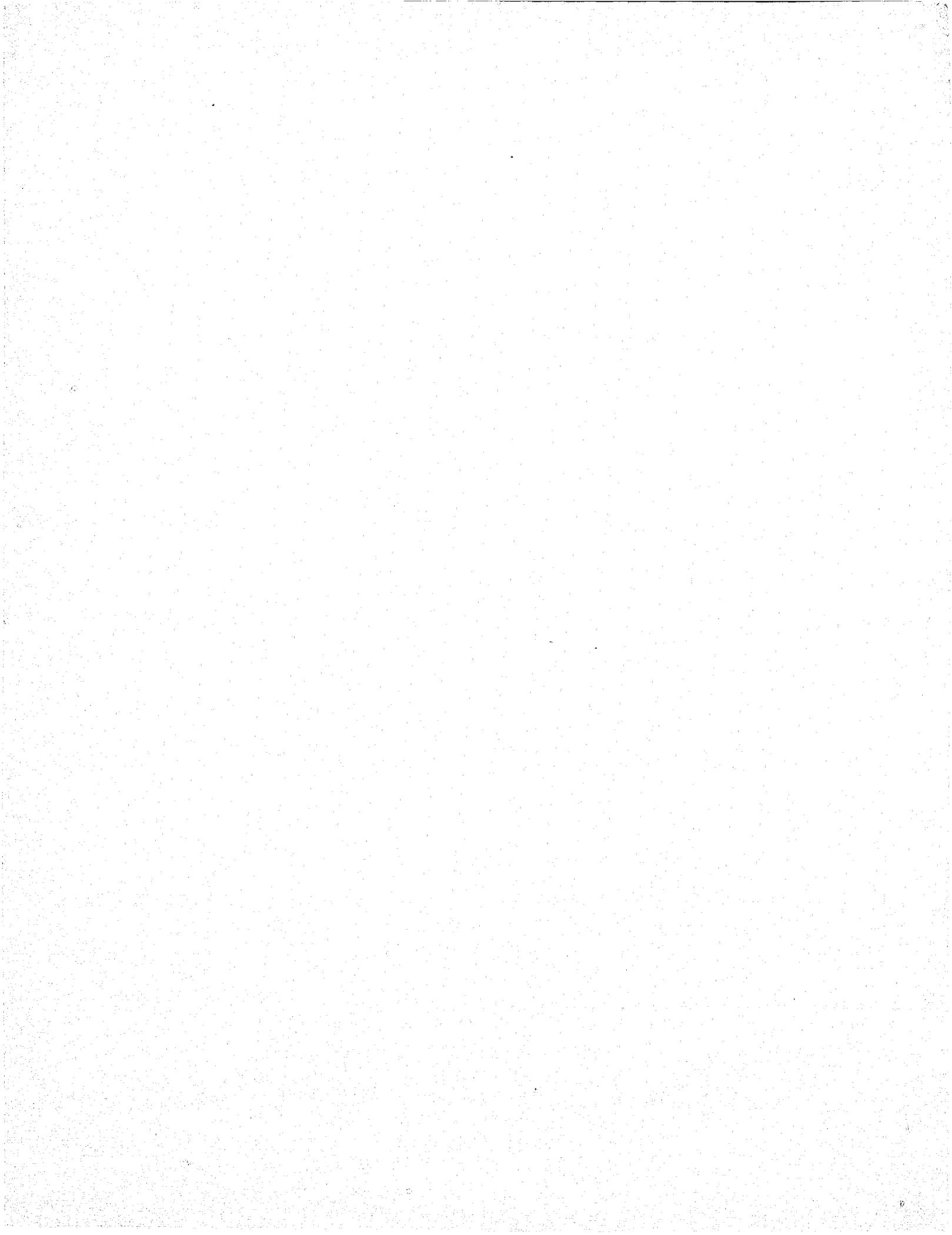
AGENCY TOTAL FOR PRIMARY NAME

COMPLAINTS FILED WITH OTHER AGENCIES:	AGENCY	NUMBER OF COMPLAINTS	DATE OF MOST CURRENT	-----MOST RECENT ACTION----- TYPE AMOUNT/DATE
	SAN FRANCISCO CPA	5	10/21/76	INFORMAL HEARING 12/01/76
	AUTOMOTIVE REPAIR RA	3	08/23/76	CLOSED 09/76

STATEWIDE TOTAL FOR PRIMARY NAME 10

CENTURY AUTO SALES

SEE-ALTONS AUTO SALES AND SERVICE



County Located  
Respondents  
Dist. Attorneys

REPORT OF  
COUNTY LOCATED RESPONDENTS - DISTRICT ATTORNEYS

This microfiche report lists all respondents who are located within the referenced county, irrespective of the agency who input complaint information regarding those respondents. The report is prepared quarterly and will contain the last twelve (12) months of applicable complaints, with the date shown in the "Identification Number" being the selector. Both open and closed complaints will be reflected in the report. You may elect to receive this report quarterly or semi-annually, as your needs dictate.

District attorneys are responsible for fraudulent and deceptive activities which occur within their jurisdictions. The final determination of whether or when to prosecute or take other action is theirs. This report gives each district attorney consumer fraud office a comprehensive look at the complaint activity generated within its county.

The report is sorted alphabetically by primary name and includes the identification number, agency, contact person, status, regulatory license number, respondent name, product/service and problems. The report also includes other known names for each applicable primary name. They are shown starting below the identification number and continuing across the page where necessary, as well as in their normal alphabetical sequence, with a message directing you to the correct primary name.

RUN DATE: 01/05/78  
REQUEST NUMBER 005

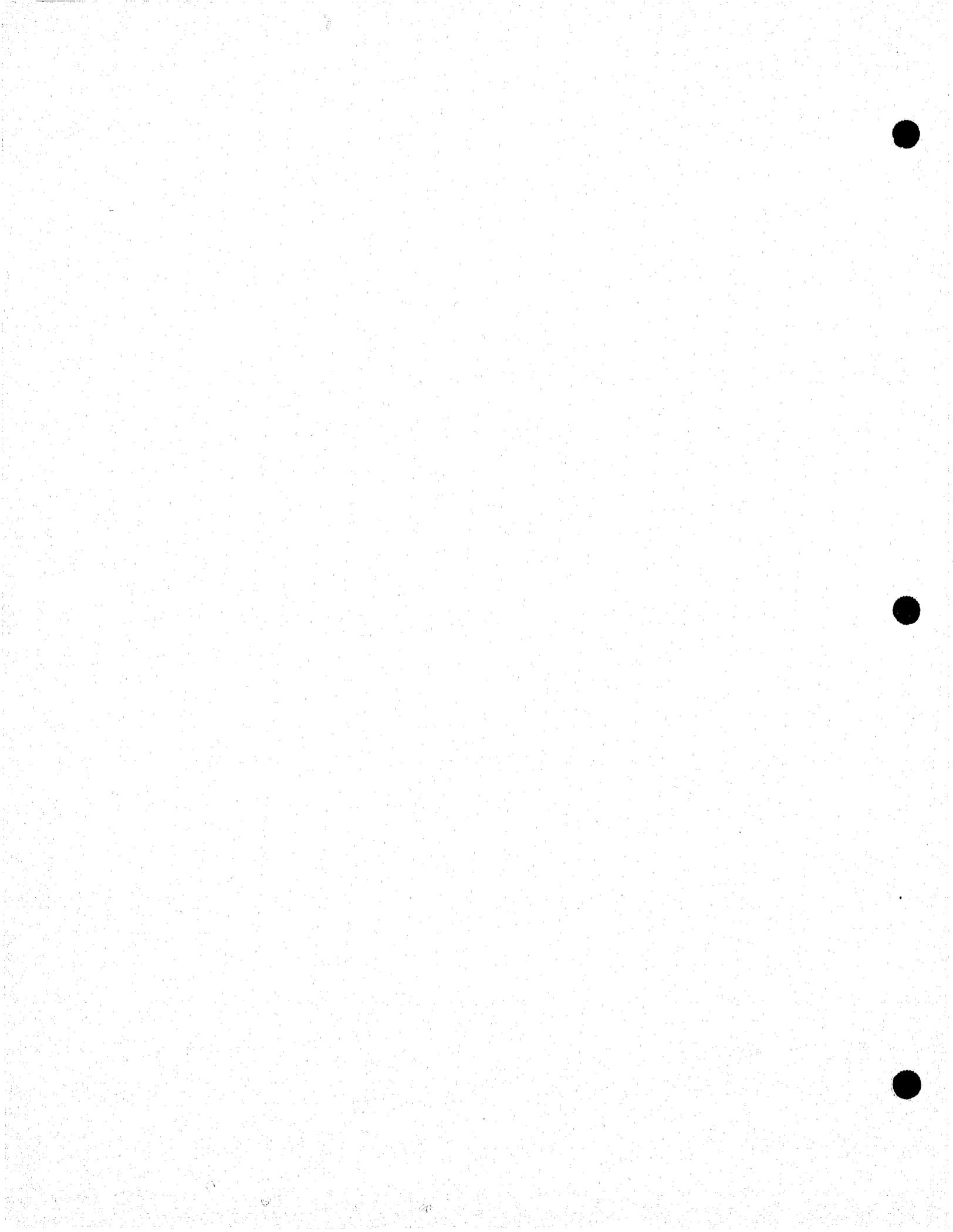
COOPERATIVE CONSUMER PROTECTION PROGRAM  
COUNTY LOCATED RESPONDENTS - DISTRICT ATTORNEYS

PAGE: 1  
PROGRAM: CACP42

CATEGORIES SELECTED  
RESPONDENT AREA - LOS ANGELES COUNTY  
PERIOD COVERED: 01/01/77-12/31/77

PRIMARY NAME RESPONDENT NAME PROBLEMS	ID NUMBER	AGENCY PRODUCT OR SERVICE	CONTACT	STATUS	LICENSE NO
ABC MAGAZINE DISTRIBUTORS JOHN B SMITH MAGS PRE - FREE/BARGAIN OFFER PERF - FAILURE TO DELIVER/PERFORM	219 02 21 77 00123	LOS ANGELES COUNTY CPA BOOKS/MAGAZINES/NEWSPAPERS OTHER KNOWN NAMES JOHNS MAGAZINE SALES - SMITH & SON MAGAZINES	TAYLOR SMITH NEWSPAPERS & MAGAZINES.	ACTIVE	
ASTOR INVESTMENTS INC ASTOR INVESTMENTS INC PRE - REPRESENTATION OF OTHR INDUCE	137 11 23 77 00772	SAN DIEGO COUNTY DA FINANCIAL INVESTMENT SERVICES OTHER KNOWN NAMES INVESTORS INTERNATIONAL	KELLEY	CLOSED	
BARNEYS TV REPAIR	SEE HANDY DANDY REPAIRS				
CHARLES E DRAKE	SEE DRAKES AUTOMOTIVE				
DRAKES AUTOMOTIVE CHARLES E DRAKE TRANS - CHARGE ABOVE ESTIMATE PERF - UNSATISFACTORY SERVICE/REPAIR	119 10 15 77 00912	LOS ANGELES COUNTY DA MOTOR VEHICLES - REPAIR OTHER KNOWN NAMES RAPID REPAIR CO	JONES	ACTIVE	C216758
HANDY DANDY REPAIRS BARNEYS TV REPAIR TRANS - CHARGE EXCESSIVE PERF - FAILURE TO COMPLETE PERFORM	361 06 12 77 02735	REPAIR SERVICES RA TV/RADIO/STEREO/ELECTRONICS	CANBY	ACTIVE	B12538

SAMPLE



**N/D Five or More  
Complaints  
Reg. Agencies**

REPORT OF  
RESPONDENTS WITH FIVE OR MORE COMPLAINTS - REGULATORY AGENCIES

This is a statewide microfiche report, for regulatory agencies only, containing respondents involved in product/service categories which are regulated by government. Each agency will receive a report containing specific categories which fall within its separate regulatory parameters. It is a report listing respondents against whom five or more complaints have been filed throughout the state. The report is prepared monthly and will contain the last twelve (12) months of applicable complaints, with the date shown in the "Identification Number" being the selector. Both open and closed complaints will be reflected in the report. You may elect to receive this report monthly, bi-monthly or quarterly, as your needs dictate.

This report serves two basic purposes for a regulatory agency. First, although the "match" information on your Agency Complaint Listing and the complaint information from other agencies on your Respondents Within Selected Product/Service Categories Report will give you a statewide picture, the five-or-more report will act as a special alert for multiple complaints against respondents within your purview. It will, in effect, extract from both reports and consolidate multiple activity for easier analysis. While it is true that volume alone doesn't necessarily signify unfair, deceptive or illegal practices, it can indicate a potential problem. Second, you may have valuable information to impart to other agencies working on cases in which you are not currently involved. By reviewing this report, you can pass on needed information.

The report is sorted by primary name, agency contact person and applicable complaint identification numbers. It lists the number of complaints in each agency, as well as a total number for each primary name. If listed complaints include referrals, and are therefore counted twice, the number of referrals included in the total will be shown below it. The report also includes other known names for each applicable primary name. They are shown below the total for that primary name, as well as in their normal alphabetical sequence, with a message directing you to the correct primary name.

RUN DATE: 11/07/77  
PRODUCT OR SERVICE:

COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 1  
PROGRAM: CACP41

MOTORCYCLES/MOPEDS  
MOTOR VEHICLES-ACC/PART/TIRE  
MOTOR VEHICLES-BRAKE  
MOTOR VEHICLES-LAMP  
MOTOR VEHICLES-LEASE/RENTAL  
MOTOR VEHICLES-NEW  
MOTOR VEHICLES-RECREATIONAL  
MOTOR VEHICLES-REPAIR  
MOTOR VEHICLES-SMOG  
MOTOR VEHICLES-USED  
SNOWMOBILES

RESPONDENTS WITH FIVE OR MORE COMPLAINTS - REGULATORY AGENCIES

TWELVE MONTH PERIOD ENDING 10/31/77

PRIMARY NAME AGENCY	NUMBER OF COMPLAINTS	CONTACT	IDENTIFICATION NUMBER
ALTONS AUTO SALES AND SERVICE			
LOS ANGELES CPA	6	ANDERSON	051577-01021 051877-01072 052577-01183 061077-01321 071177-01433
LOS ANGELES DA	1	CARTER	051877-91072R
SAN DIEGO DA	2	WILKINS	081577-00244 092277-90544R
ORANGE COUNTY CPA	3	SMITH	031777-00132 053177-00335 092277-00544

TOTAL 12  
REFERRALS INCLUDED IN TOTAL 2

OTHER KNOWN NAMES BOB ALTONS

CENTURY AUTO SALES

ROBERT L ALTON

BOB ALTONS

SEE ALTONS AUTO SALES AND SERVICE

CENTURY AUTO SALES

SEE ALTONS AUTO SALES AND SERVICE

GRANTS AUTO REPAIR

LOS ANGELES CPA  
SAN DIEGO DA

4  
3

CRAMER  
WALLIS

071177-00736 071477-00889 091177-01001 101777-01225  
051677-00557 071677-00992 101777-91225R

TOTAL 7  
REFERRALS INCLUDED IN TOTAL 1

OTHER KNOWN NAMES HOWARD GRANTS AUTO



**W.E. Five or More  
Complaints  
Statewide**

REPORT OF  
RESPONDENTS WITH FIVE OR MORE COMPLAINTS IN TWO OR MORE AGENCIES

This is a statewide microfiche report of respondents against whom five or more complaints have been filed in two or more agencies throughout the state. The report is prepared monthly and will contain the last twelve (12) months of applicable complaints, with the date shown in the "Identification Number" being the selector. Both open and closed complaints will be reflected in the report. You may elect to receive this report monthly, bi-monthly or quarterly, as your needs dictate.

The report serves two basic purposes: First, although the "match" information on your Agency Complaint Listing will let you know how many complaints have been input regarding a single respondent, this report will act as a special alert for multiple complaints. While it is true that volume alone doesn't necessarily signify unfair, deceptive or illegal practices, it can indicate a potential problem. Second, the Attorney General has the ultimate responsibility for prosecuting consumer fraud cases. Since that Office's Agency Complaint Listing only alerts staff to complaint "matches" involving respondents they have input, the Office is sometimes unaware of other statewide problems with which it should concern itself. In addition, other agencies may have valuable information to impart to one another regarding specific respondents for whom they, particularly, have no complaints on file. By reviewing this report, they can pass on needed information.

The report is sorted by primary name, agency, contact person and applicable complaint identification numbers. It lists the number of complaints in each agency, as well as a total number for each primary name. If listed complaints include referrals, and are therefore counted twice, the number of referrals included in the total will be shown below it. The report also includes other known names for each applicable primary name. They are shown below the total for that primary name, as well as in their normal alphabetical sequence, with a message directing you to the correct primary name.

RUN DATE: 01/07/78

COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 1  
PROGRAM: CACP38

RESPONDENTS WITH FIVE OR MORE COMPLAINTS IN TWO OR MORE AGENCIES  
TWELVE MONTH PERIOD ENDING 12/31/77

PRIMARY NAME AGENCY	NUMBER OF COMPLAINTS	CONTACT	IDENTIFICATION NUMBER
ALTONS AUTO SALES AND SERVICE			
LOS ANGELES COUNTY CPA	6	ANDERSON	051577-01021 051877-01072 052577-01183 061077-01321 071177-01433
LOS ANGELES COUNTY DA	1	CARTER	051877-91072R
SAN DIEGO COUNTY DA	2	WILKINS	081577-00244 092277-90544R
ORANGE COUNTY CPA	3	SMITH	031777-00132 053177-00335 092277-00544

TOTAL 12

REFERRALS INCLUDED IN TOTAL 2

OTHER KNOWN NAMES BOB ALTONS

CENTURY AUTO SALES

ROBERT ALTON

AMERICAN HOME PRODUCTS

SACRAMENTO COUNTY DA	3	BATES	103177-01000 103177-01001 103177-01002
SAN FRANCISCO COUNTY DA	3	CRAMER	091177-00336 100577-00441 103177-91002R

TOTAL 6

REFERRALS INCLUDED IN TOTAL 1

BOB ALTONS

SEE ALTONS AUTO SALES AND SERVICE

CARRINGTON CARPET CLEANING

ATTORNEY GENERAL CF	2	JONES	102176-02118 112776-02160
SACRAMENTO COUNTY DA	3	DONNER	090976-00335 101376-00445 112276-00665

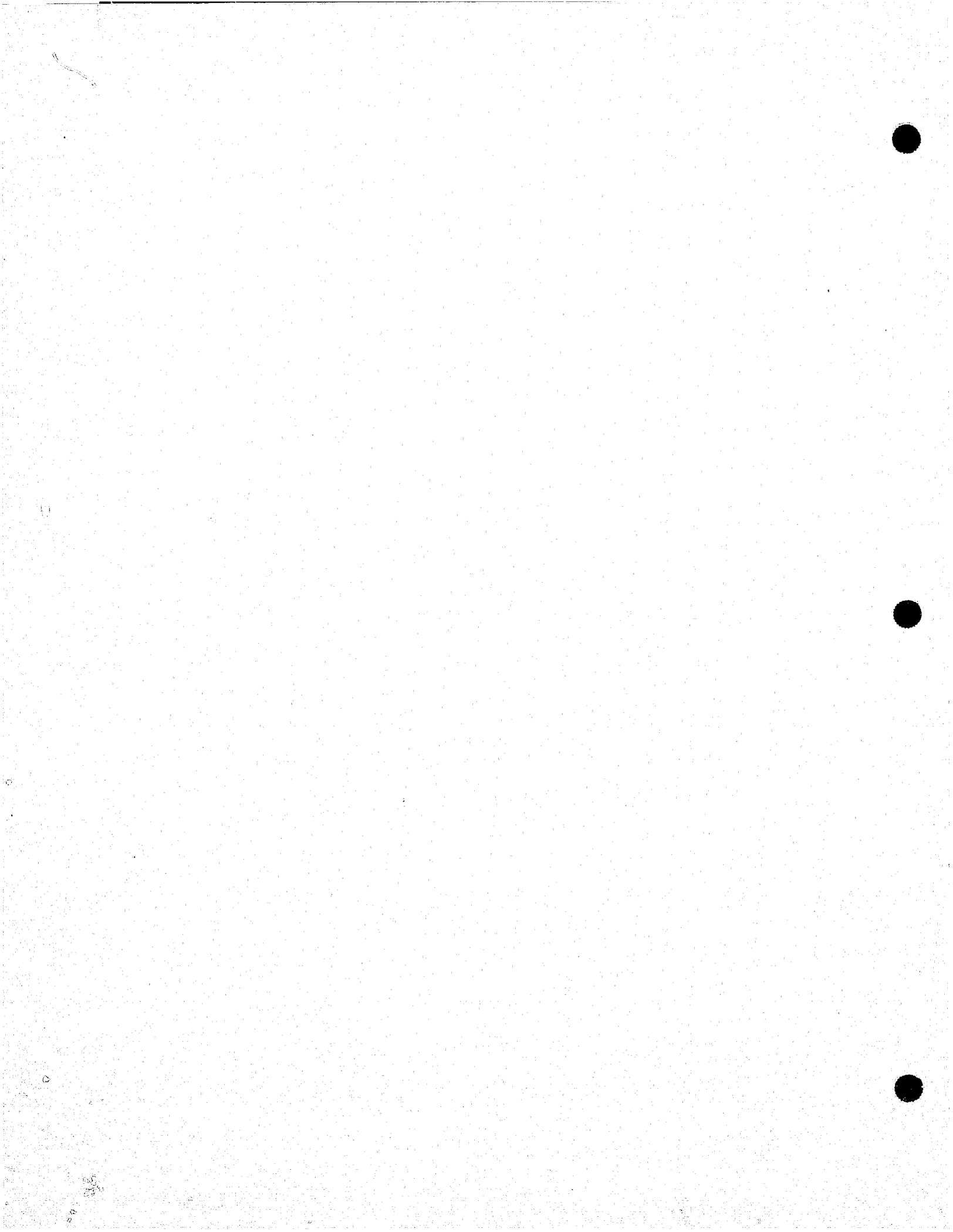
TOTAL 5

OTHER KNOWN NAMES WALLIS RUG CARE

CENTURY AUTO SALES

SEE ALTONS AUTO SALES AND SERVICE

SAMPLE





REPORT OF  
RESPONDENTS WITHIN SELECTED PRODUCT/SERVICE CATEGORIES

This is a statewide microfiche report for regulatory agencies of complaints filed against respondents within particular product/service categories. The report is prepared monthly and will contain all of the applicable complaint information in the current file, including closed complaints. It will be forwarded to you automatically each month.

The purpose of the report is to augment your regular Agency Complaint Listing with complaints filed by other agencies relating to a business or profession which comes under the purview of your regulatory agency; i.e., complaints of which you may otherwise be unaware, against respondents whose activities you regulate. It will allow you to research those complaints and, where necessary, join in or augment an action by another agency.

The report is sorted by primary and respondent names, identification number, agency, contact person, status, license number, problems involved and each specific product/service category. It also includes other known names for each applicable primary name. They are shown below the last complaint relating to the primary name, as well as in their normal alphabetical sequence, with a message directing you to the correct primary name.

RUN DATE: 12/05/77  
REQUEST NUMBER 006

COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 1  
PROGRAM: CACP42

RESPONDENTS WITHIN SELECTED PRODUCT/SERVICE CATEGORIES  
CURRENT FILE

CATEGORIES SELECTED  
APPLIANCES  
TV/RADIO/STEREO/ELECTRONICS

PRIMARY NAME  
RESPONDENT NAME  
PROBLEMS

ID NUMBER

AGENCY  
PRODUCT OR SERVICE

CONTACT

STATUS

LICENSE NO

DANDY SANDY APPLIANCE REPAIR  
SANDYS REPAIR SERVICE  
UNAUTHORIZED SERVICE/REPAIR  
UNSATISFACTORY SERVICE/REPAIR

234 10 21 76 00123

SACRAMENTO COUNTY CPA  
APPLIANCES

TAYLOR ACTIVE B176521

OTHER KNOWN NAMES DUNCAN SANDY  
SANDY DUNCANS REPAIR SHOP

DUNCANS APPLIANCE REPAIR SHOP

DUNCANS APPLIANCE REPAIR SHOP

SEE DANDY SANDY APPLIANCE REPAIR

DUNCAN SANDY

SEE DANDY SANDY APPLIANCE REPAIR

HAZELTINE APPLIANCE & TV REPAIR  
JOHN HAZELTINES SHOP  
FAILURE TO RETURN MERCHANDISE  
CHARGE ABOVE ESTIMATE  
CHARGE EXCESSIVE

137 10 31 77 00071

SAN DIEGO COUNTY DA  
TV/RADIO/STEREO/ELECTRONICS

KELLEY CLOSED C13211

JAKES TV & APPLIANCE  
JAKES TV & APPLIANCE  
CHARGE ABOVE ESTIMATE  
LICENSE VIOLATION-TRADE OR PROF

244 10 15 77 01233

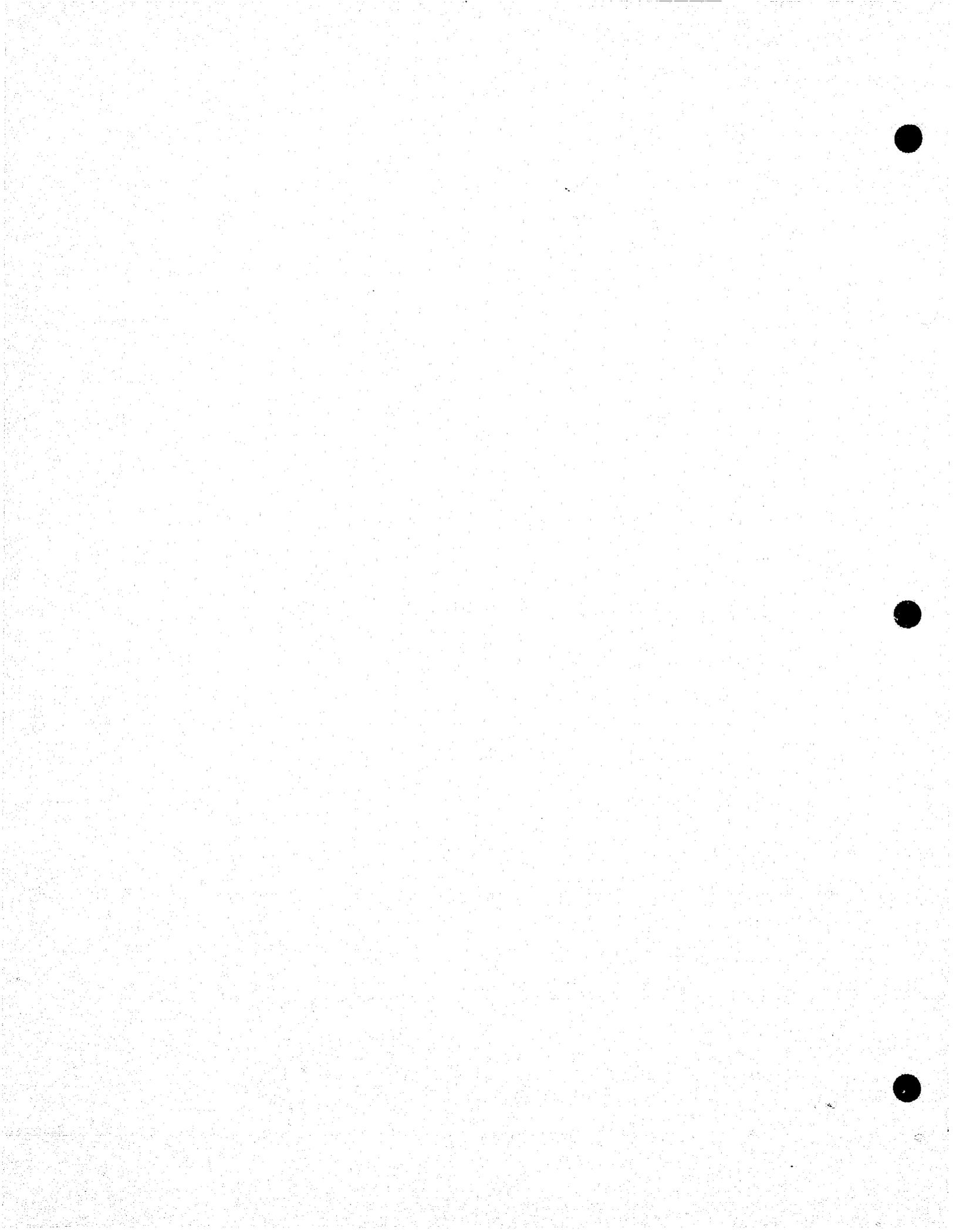
SANTA CRUZ COUNTY CPA  
APPLIANCES

JONES ACTIVE

JOHN HAZELTINES SHOP

SEE HAZELTINE APPLIANCE & TV REPAIR

SAMPLE





STATEWIDE 17508 LETTER LISTING

This is a statewide, "hard copy" (paper) report of all 17508 letters (requests to respondents to substantiate advertising claims) written by district attorneys, the Attorney General's Office and the Department of Consumer Affairs. The report is prepared weekly and will contain information regarding all of the letters written by applicable user agencies.

The purpose of this report is to eventually provide law enforcement agencies with regular, current information of all others' 17508 letter activity, in order to avoid having to call the Attorney General's Office each time a letter is written to ensure that letters to one respondent are not duplicated.

Agencies should not abolish any current procedures regarding CIF requirements until you are advised to do so by the Attorney General's Office.

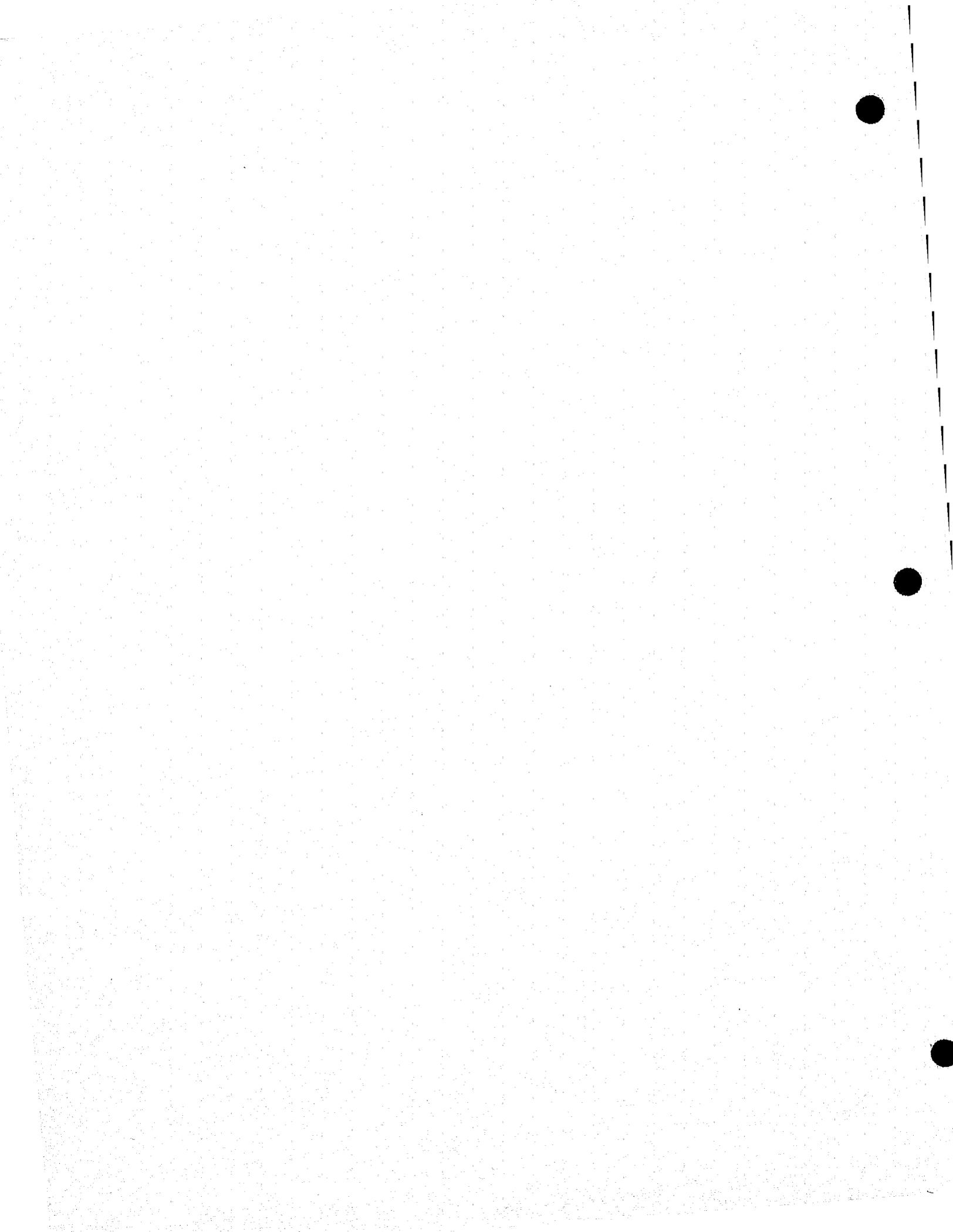
RUN DATE: 12/31/78

COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 1  
PROGRAM: CACP48

STATEWIDE '17508' LETTER LISTING

DATE SENT	RESPONDENT NAME	AGENCY	IDENTIFICATION NUMBER
11/16/77	BLASIERS BARBEQUE	CONTRA COSTA DA	107 717508 00107
08/20/78	DONS FURNITURE CO	ALAMEDA DA	101 817508 00643
10/15/77	ELBRECHT FINANCIAL CORP	DCA COMPLAINT MED RA	394 101177 02136
01/12/78	FLY AWAY AIRLINE CO	SANTA CLARA DA	143 817508 00005
08/20/78	GORGEOUS GREGS BODY BUILDING SPA	SAN FRANCISCO DA	138 081078 01655
04/22/77	HATTONS HARDWARE CO	ATTORNEY GENERAL CF	001 042077 00964
03/12/77	HINKLE ELECTRONICS	LOS ANGELES DA	119 717508 00347
03/16/77	JUNES KARATE STUDIO	SACRAMENTO DA	134 717508 00126
09/25/77	LOPEZ ROOFING INC	ALAMEDA DA	101 717508 00712
08/30/77	MABIES TIRE SHOPPE	SANTA CLARA DA	143 081077 01713
12/15/77	NANCYS WIG STYLING & BOUTIQUE	LOS ANGELES DA	119 717508 00131
01/18/78	ORIONS IN THE SKY BAR & DINER	CONTRA COSTA DA	107 817508 00023
05/20/78	PUMPKIN HOLLOW BREAKFAST NOOK	SACRAMENTO DA	134 051878 01218
08/30/78	RASPUTINS MAGAZINE SALES	ATTORNEY GENERAL CF	001 817508 00347
07/10/78	TINAS TOY SHOPPE	DCA COMPLAINT MED RA	394 817508 00213





## STATISTICAL ANALYSIS OF COMPLAINTS

This is a "hard-copy" (paper) report containing totals and percentages of each category and subcategory of complaint information in the file. Agency and county reports are prepared monthly and statewide reports are prepared quarterly. They will contain the latest month of activity as well as the calendar year to date. (A fiscal year report dated July 1 to June 30 will be prepared each year for regulatory and other interested users.) Each agency will receive its own statistics as well as the statewide report. District attorney agencies will also receive statistics for the counties they represent. You may elect to receive the agency and/or county reports monthly, bi-monthly or quarterly and the statewide report quarterly or semi-annually, as your needs dictate.

The purpose of the report is twofold:

First, it alerts you to the major problem areas and the most prevalent types of businesses being complained about. It quantifies mail-order sales, transactions which occur in buyers' homes, buyers' initial contacts with the products or services, types of alleged law violations, etc. It compares current and year-to-date periods so that shifts and trends can be recognized immediately. By comparing your agency report with the statewide analysis, you can determine if particular problems exist in the area you represent. To sum up, the report gives you a comprehensive and detailed picture of complaint activity which you can use to set action priorities, extract specific categories for further analyses (Special Reports), relate problems to legislation and identify necessary changes, and alert non-user agencies and the public to burgeoning problems.

Second, the report can significantly reduce the amount of manual records you are required to keep while expanding the amount of categorized data available to you; i.e., number of complaints received by mail, on the telephone or in person, total complaints received, number of complaints transferred and referred and to whom, detailed problems, investigations conducted, cases tried, cases closed, detailed mediation results, money or equivalent value awarded or mediated, etc.

The mandatory categories included in this report are listed in the general order in which they appear on the original and follow-up data forms. Optional categories are listed at the end of the report.

(continued on reverse)

Activities appear in the month or year in which they took place:

1. Categories on the Original Data Form which do not have dates are considered to have occurred on the same date that the complaint was received (Identification Number date). Therefore, information such as respondent area, initial contact, transaction place, product or service, problem, etc. related to complaints received in September and input before the month ended would appear in the "Current Month" column of the sample report.
2. Categories on the Original and Follow-Up Data Forms which are dated will be listed according to those dates. Therefore activities such as referred to, investigation, administrative action filed, etc. which actually occurred in September and were input before the month ended would appear in the "Current Month" column of the sample report. Those same activities, if they actually occurred in July but were input in September, would appear in the "Period To Date" column.
3. Money Awarded/Mediated, Money Collected and Disposition Categories, to which no date is attached, are considered to have occurred on the date that the follow-up data form was prepared. Therefore, if money was awarded on August 27th, but the Follow-up Data Form was not prepared and forwarded until September 5th, the activity would appear in the "Current Month" column of the sample report.

In order for this report to be accurate and complete for your fiscal and/or calendar year-end needs, you should make every attempt prior to those cutoff dates to get all available original and follow-up complaint information into the system.

RUN DATE: 10/05/77  
 AGENCY: SACRAMENTO COUNTY DA

COOPERATIVE CONSUMER PROTECTION PROGRAM  
 ANALYSIS OF COMPLAINTS FOR CALENDAR YEAR ENDING 09/30/77

PAGE: 1  
 PROGRAM: CACP43

COMPLAINT CATEGORY	---CURRENT MONTH---		---PERIOD TO DATE---	
	SEPTEMBER 1977 NUMBER	PERCENT	01/01/77 TO 09/30/77 NUMBER	PERCENT
COMPLAINTS RECEIVED	200	-	1,380	-
RESPONDENT AREA				
SACRAMENTO	80	40.00	560	40.58
SAN JOAQUIN	80	40.00	430	31.16
YOLO	40	20.00	390	28.26
TOTAL	200	100.00	TOTAL 1,380	100.00
INITIAL CONTACT				
BUYER'S PREMISES	68	34.00	420	30.43
NON-REGULAR SELLER'S PREMISES	66	33.00	240	17.39
TELEPHONE	66	33.00	720	52.18
TOTAL	200	100.00	TOTAL 1,380	100.00
TRANSACTION PLACE				
SELLER'S PREMISES	124	62.00	910	65.94
MAIL	76	38.00	470	34.06
TOTAL	200	100.00	TOTAL 1,380	100.00
PRODUCT OR SERVICE				
ACCOUNTING SERVICES	14	07.00	225	16.30
DISCOUNT BUYING SERVICES	32	16.00	75	05.43
MOTOR VEHICLES-REPAIRS	154	77.00	1,080	78.27
TOTAL	200	100.00	TOTAL 1,380	100.00
WRITTEN CONTRACT-YES	TOTAL 52		TOTAL 250	

SAMPLE

CONTINUED ON NEXT PAGE

RUN DATE: 10/05/77  
AGENCY: SACRAMENTO COUNTY DA

COOPERATIVE CONSUMER PROTECTION PROGRAM  
ANALYSIS OF COMPLAINTS FOR CALENDAR YEAR ENDING 09/30/77

PAGE: 2  
PROGRAM: CACP43

COMPLAINT CATEGORY

---CURRENT MONTH---  
SEPTEMBER 1977

---PERIOD TO DATE---  
01/01/77 TO 09/30/77

PROBLEM

PRE -ADVERTISING	120	38.09	825	29.26
PERF -PRODUCT QUALITY	175	55.56	1,735	61.52
MISC -ITEM NEVER AVAILABLE	20	06.35	260	09.22
TOTAL	315	100.00	TOTAL 2,820	100.00

REFERRED TO

ATTORNEY GENERAL CF	1	100.00	10	100.00
TOTAL	1	100.00	TOTAL 10	100.00

MONEY AWARDED/MEDIATED

COSTS		\$1,010		\$ 51,215
RESTITUTION		4,100		217,100
TOTAL		\$5,110	TOTAL	\$268,315

\*\*OPTIONAL\*\*

STATUTE

CC1211.1	0	.00	17	85.00
VC7126	0	.00	3	15.00
TOTAL	0	.00	TOTAL 20	100.00

RULE

AC1172.1	1	100.00	3	100.00
TOTAL	1	100.00	TOTAL 3	100.00

SAMPLE

## V. SPECIAL REPORTS

### INTRODUCTION

The reports described in this section are those which will be provided to you by request only. Unless the information you require is of an emergency nature, special requests will be held for the normal weekly update cycle.

Since the combinations of data which can be provided to you with these reports are almost limitless, it is impossible to provide anything other than random selection examples. If you have questions regarding particular selection reports you would like to have prepared, contact the Program Office and one of the staff will assist you in getting the data you need.

1

REPORT OF  
RESPONDENTS WITHIN SELECTED CATEGORIES

This report includes complaint information regarding respondents within a particular selection of variable data categories. It is prepared at random based on special requests from any of the user agencies. The report can be prepared for a variety of reasons and can encompass a multitude of selection possibilities. One example has been created to give you an idea of the uses to which it can be put.

EXAMPLE:

Your regular statistics indicate an increase in complaints relating to the "Books/Magazines/Newspapers" product/service category. In order to more specifically define those complaints, you request a special statistical report for that particular category. From that analysis, you learn that 87% of the initial contacts and 92% of the actual transactions took place at the buyers' premises. You further discover that the most frequently complained about problems relating to book, magazine and newspaper transactions were "Identity of Seller" (24%) and "Failure to Deliver/Perform" (31%). You now have a clear picture of the major methods of operation of the respondents, and wish to determine who they are and how many are involved. You therefore request a special respondent report using the following selection criteria:

- #112 - Initial Contact-Buyer's Premises
- and
- #132 - Transaction Place-Buyer's Premises
- and
- #275 - Identity of Seller or #310 - Failure to Deliver/Perform
- and
- Period Covered - 09/01/77 - 12/31/77

The computer will select only the complaints that fit the requested criteria.

(continued on reverse)

Instead of the "either/or" selection criteria shown above (#275 - Identity of Seller or #310 - Failure to Deliver/Perform) you can request that both problems be present in order for the computer to select the complaint; i.e., the "and" selection criteria. For example, if you request Identity of Seller or Failure to Deliver/Perform, the computer will select the complaints which have one or the other of those problems entered. If you request Identity of Seller and Failure to Deliver/Perform, the computer will narrow its selection to only those complaints which include both of the problems.

The report is sorted alphabetically by primary and respondent names, identification number, agency, contact person, status, regulatory license number, all related problems (including those selected) and the product or service. The report will contain the same categories of information regardless of the selection criteria. It also lists other known names for each applicable primary name. They are shown with the primary name as well as in their normal alphabetical sequence, with a message directing you to the correct primary name.

RUN DATE: 12/05/77  
REQUEST NUMBER 005

COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 1  
PROGRAM: CACP42

RESPONDENTS WITHIN SELECTED CATEGORIES

CATEGORIES SELECTED

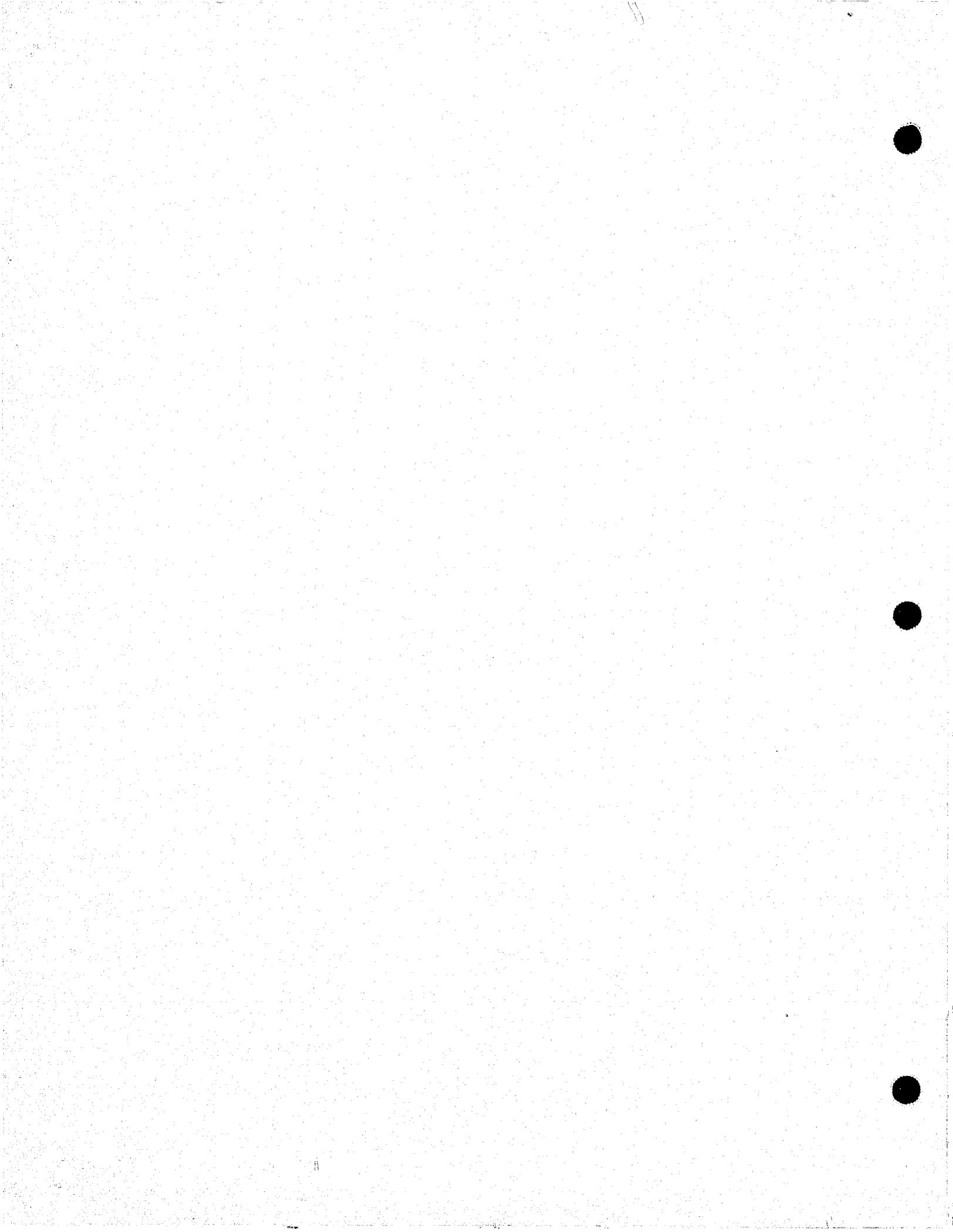
INITIAL CONTACT-AT BUYER'S PREMISES  
TRANSACTION-AT BUYER'S PREMISES  
PRODUCT OR SERVICE-BOOKS/MAGAZINES/NEWSPAPERS  
PROBLEM-IDENTITY OF SELLER

OR

FAILURE TO DELIVER  
PERIOD COVERED: 09/01/77-12/31/77

PRIMARY NAME RESPONDENT NAME PROBLEMS	ID NUMBER	AGENCY PRODUCT OR SERVICE	CONTACT	STATUS	LICENSE NO
ABC MAGAZINE DISTRIBUTORS JOHN B SMITH MAGS FAILURE TO DELIVER/PERFORM FAILURE TO RETURN DEPOSIT/PAYMENT	234 09 21 77 02123	SACRAMENTO COUNTY CPA BOOKS/MAGAZINES/NEWSPAPERS OTHER KNOWN NAMES JOHNS MAGAZINE SALES SMITH & SON MAGAZINES	TAYLOR SMITH NEWSPAPERS & MAGAZINES	ACTIVE	
AMERICAN NEWS & MAGAZINES CO CARTERS NEWS SERVICE IDENTITY OF SELLER FAILURE TO RETURN DEPOSIT/PAYMENT	137 11 23 77 00654	SAN DIEGO COUNTY DA BOOKS/MAGAZINES/NEWSPAPERS OTHER KNOWN NAMES CARTERS MAGAZINES JOHN CARTER NEWS SERVICE	KELLEY CARTERS MAGAZINES & PERIODICALS	CLOSED	
CARTERS MAGAZINES	SEE AMERICAN NEWS & MAGAZINES CO				
CARTERS MAGAZINES & PERIODICALS	SEE AMERICAN NEWS & MAGAZINES CO				
CARTERS NEWS SERVICE	SEE AMERICAN NEWS & MAGAZINES CO				
DRAKES MAGAZINES RALPH E DRAKE IDENTITY OF SELLER FAILURE TO DELIVER/PERFORM	244 10 15 77 00429	SANTA CRUZ COUNTY CPA BOOKS/MAGAZINES/NEWSPAPERS	JONES	ACTIVE	

SAMPLE





## ANALYSIS OF COMPLAINTS WITHIN SELECTED CATEGORIES

This report contains statistical information regarding complaints within a particular selection of variable data categories. It is prepared at random, based on special requests from both user and non-user agencies. As explained in the previous special report, it can be used to identify methods of operation. An example relating to its benefit as a management tool is shown below:

### EXAMPLE:

A comparison of your regular statistics with those of the rest of the state indicate that your area has been experiencing an abnormally large increase in complaints relating to home improvements and repairs over the last six months. A cursory review of your file indicates that many of the complaints involve warranty problems. Your supervisors want to know what you are doing with the complaints in terms of follow-up, and what relief is being provided to the complainants. You therefore request a special statistical report encompassing complaints in your agency relating to product/service category #1540-Home Improvements/Repairs with the following additional selection criteria:

- #365 - Delivery of Document
- or
- #370 - Inadequate Disclosure of Terms
- or
- #375 - Non-fulfillment of Terms
- or
- #380 - Representation of Terms
- or
- #385 - Warranty Expired After  
Unsatisfactory Performance

The computer will select all of the home improvement complaints which include any of the problems listed above, and compile statistics for every data category input with those complaints. The Intermediate Activity, Action Filed, Action Taken, Disposition and Closed categories will indicate the percentages and types of activities being conducted; the Transferred To and Referred To categories will indicate the percentage of other agency involvement; and the Disposition, Money Awarded/Mediated and Money Collected categories will evidence the extent and scope of consumer redress.

(continued on reverse)

This report can also accommodate any number of conditional criteria. For example, your request could indicate that the home improvement complaints must include Initial Contact-Radio-TV and Written Contract-Yes and Respondent License Number and Investigation in order to be selected. All of the data categories contained in the selected complaints will be shown on the report regardless of the selection criteria.

The report can also be used to compare activities in two separate periods of time. For example, you may compare any or all statistics for the period 09/01/77 - 12/31/77 with the period 09/01/76 - 12/31/76 by ordering two special reports, each with the same selection criteria except for the period covered.

RUN DATE: 10/05/77  
REQUEST NUMBER 050

COOPERATIVE -CONSUMER PROTECTION PROGRAM

PAGE: 1  
PROGRAM: CACP44

ANALYSIS OF COMPLAINTS WITHIN SELECTED CATEGORIES

CATEGORIES SELECTED  
AGENCY - CONTRA COSTA DA  
PRODUCT/SERVICE - HOME IMPROVEMENTS/REPAIRS  
PROBLEM - DELIVERY OF DOCUMENT  
OR INADEQUATE DISCLOSURE OF TERMS  
OR NON-FULFILLMENT OF TERMS  
OR REPRESENTATION OF TERMS  
OR WARRANTY EXPIRED AFTER  
UNSATISFACTORY SERVICE  
PERIOD COVERED 09/01/77 TO 12/31/77

SEPARATE REPORT

COMPLAINT CATEGORY

---CURRENT PERIOD---  
09/01/77 TO 12/31/77  
NUMBER PERCENT

----PRIOR PERIOD----  
09/01/76 TO 12/31/76  
NUMBER PERCENT

COMPLAINTS RECEIVED

400

-

240

-

RESPONDENT AREA

CONTRA COSTA  
SAN FRANCISCO  
SANTA CRUZ

280  
80  
40

70.00  
20.00  
10.00

180  
50  
10

75.00  
20.83  
04.17

TOTAL

400

100.00

TOTAL

240

100.00

INITIAL CONTACT

BUYER'S PREMISES  
NON-REGULAR SELLER'S PREMISES  
TELEPHONE

240  
120  
40

60.00  
30.00  
10.00

100  
110  
30

41.67  
45.83  
12.50

TOTAL

400

100.00

TOTAL

240

100.00

TRANSACTION PLACE

BUYER'S PREMISES

400

100.00

240

100.00

TOTAL

400

100.00

TOTAL

240

100.00

PRODUCT OR SERVICE

HOME IMPROVEMENTS/REPAIRS

400

100.00

240

100.00

TOTAL

400

100.00

TOTAL

240

100.00

WRITTEN CONTRACT-YES

TOTAL

330

TOTAL

190

SAMPLE

RUN DATE: 10/05/77  
 REQUEST NUMBER 050

COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 2  
 PROGRAM: CACP44

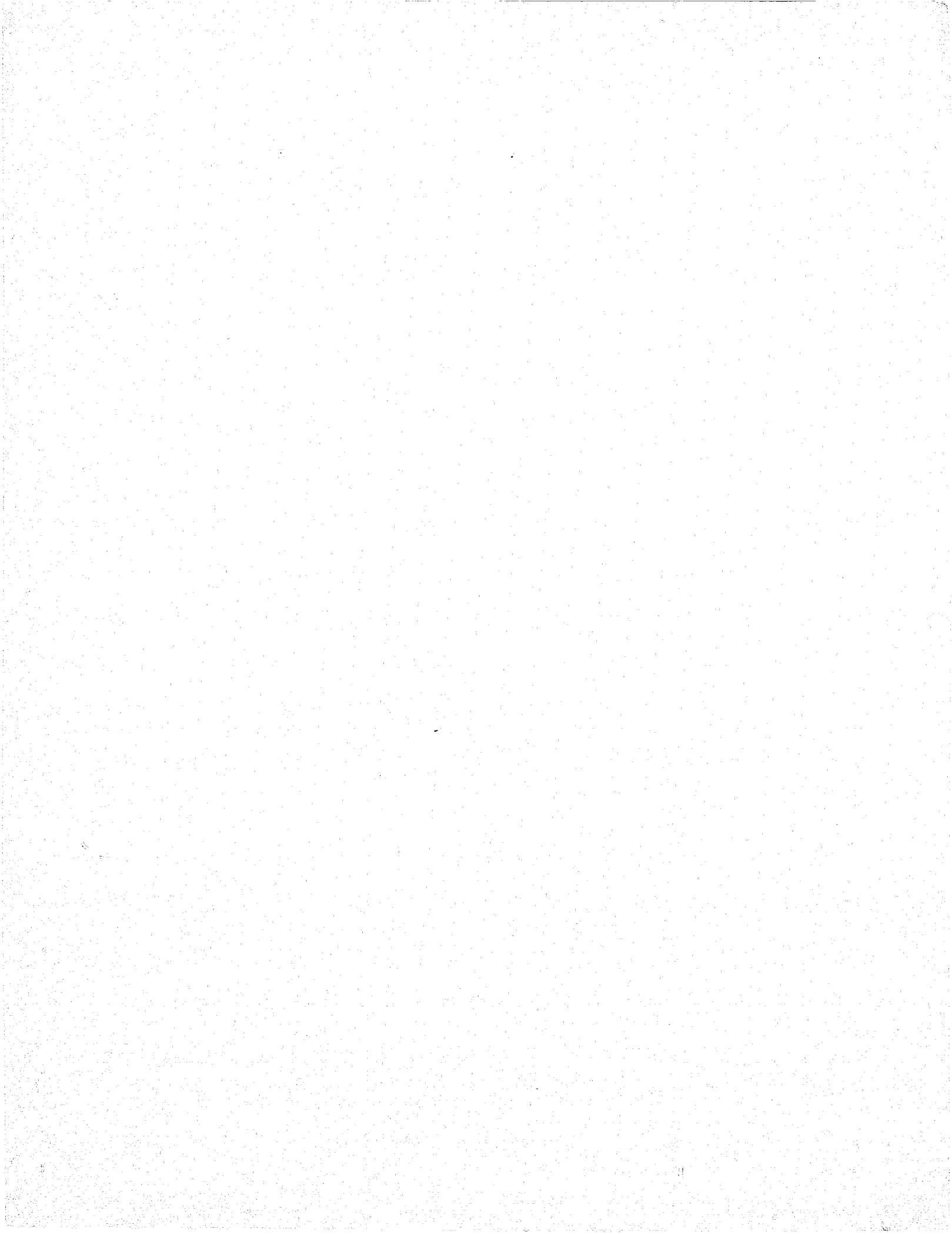
ANALYSIS OF COMPLAINTS WITHIN SELECTED CATEGORIES

CATEGORIES SELECTED  
 AGENCY - CONTRA COSTA DA  
 PRODUCT/SERVICE - HOME IMPROVEMENTS/REPAIRS  
 PROBLEM - DELIVERY OF DOCUMENT  
OR INADEQUATE DISCLOSURE OF TERMS  
OR NON-FULFILLMENT OF TERMS  
OR REPRESENTATION OF TERMS  
OR WARRANTY EXPIRED AFTER  
 UNSATISFACTORY SERVICE  
 PERIOD COVERED 09/01/77 TO 12/31/77

SEPARATE REPORT

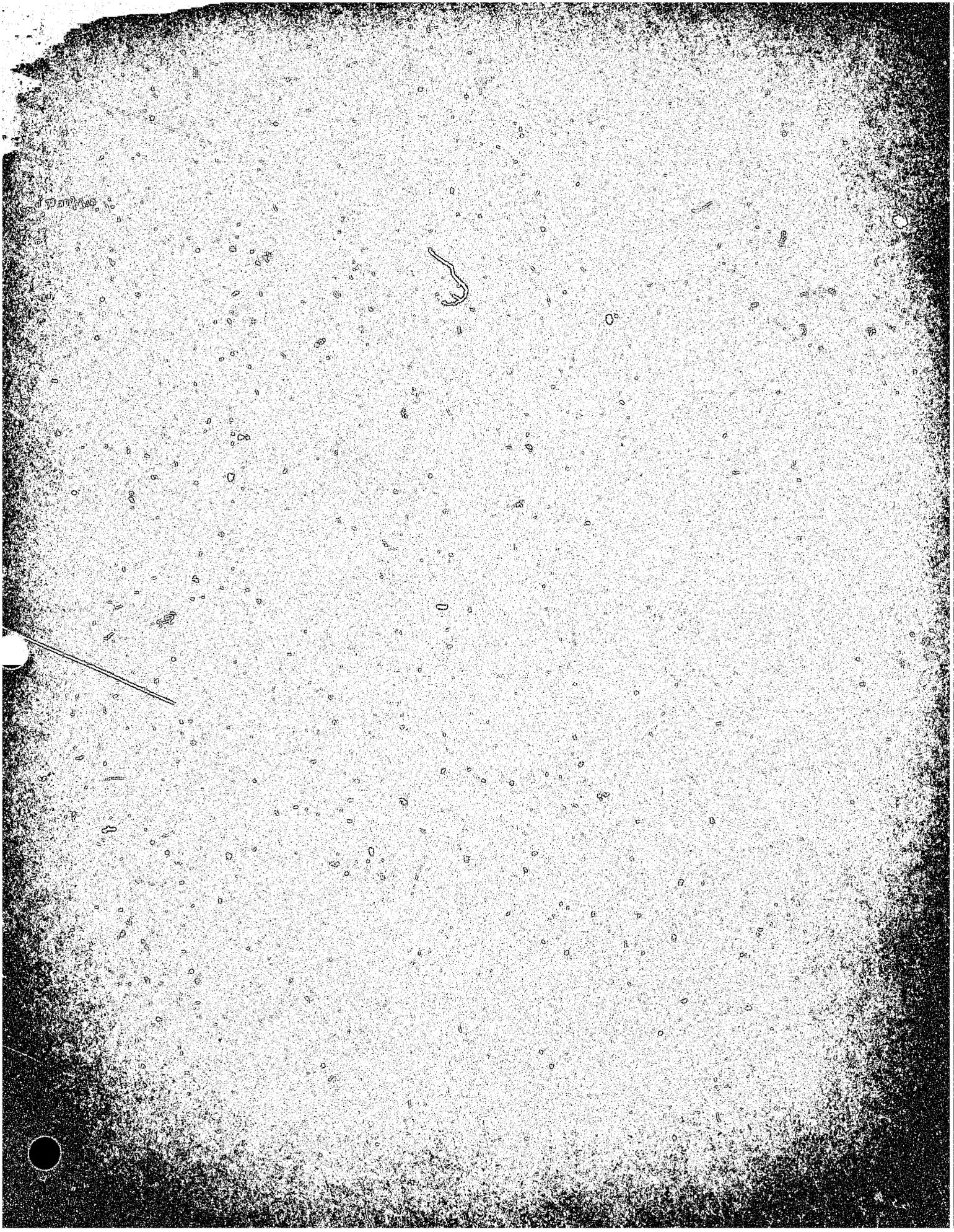
COMPLAINT CATEGORY	---CURRENT PERIOD---		----PRIOR PERIOD----			
	09/01/77 TO 12/31/77	NUMBER	PERCENT	09/01/76 TO 12/31/76	NUMBER	PERCENT
<b>PROBLEM</b>						
W/G - DELIVERY OF DOCUMENT	105		14.58	45		13.24
W/G - INADEQUATE DISCLOSURE OF TERMS	80		11.11	85		25.00
W/G - NON-FULFILLMENT OF TERMS	160		22.22	50		14.70
W/G - REPRESENTATION OF TERMS	95		13.20	40		11.76
W/G - WARRANTY EXPIRED AFTER UNSATIS PERF	280		38.89	120		35.30
TOTAL	720		100.00	TOTAL	340	100.00
<b>REFERRED TO</b>						
ATTORNEY GENERAL CF	23		17.04	0		0.00
CONTRACTORS RA	112		82.96	40		100.00
TOTAL	135		100.00	TOTAL	40	100.00
<b>MONEY AWARDED/MEDIATED</b>						
COSTS			\$ 1,010			\$ 537
PENALTIES			5,265			2,212
RESTITUTION			74,260			8,615
TOTAL			\$80,535	TOTAL		\$11,364
<b>**OPTIONAL**</b>						
<b>STATUTE</b>						
B & P 17521.6	85		34.70	20		37.03
CC1211.1	160		65.30	34		62.97
TOTAL	245		100.00	TOTAL	54	100.00
<b>RULE</b>						
AC22323	56		100.00	12		100.00
TOTAL	56		100.00	TOTAL	12	100.00

SAMPLE



**CONTINUED**

**2 OF 3**



**VI. REFERENCE  
MATERIALS**



VI.A CITIES AND RELATED COUNTY CODES

14	ABERDEEN	13	ANDRADE	31	AUBURN
10	ACADEMY	21	ANGEL ISLAND	19	AVALON
39	ACAMPO	05	ANGELS CAMP	16	AVENAL
19	ACTON	36	ANGELUS OAKS	05	AVERY
36	ADAHI	28	ANGWIN	40	AVILA BEACH
40	ADELAIDA	49	ANNAPOLIS	07	AVON
36	ADELANTO	15	ANNETTE	29	AZUSA
25	ADIN	34	ANTELOPE		
28	AETNA SPRINGS	19	ANTELOPE ACRES	17	BACHELOR
31	AGATE BAY	07	ANTIOCH	41	BADEN
47	AGER	33	ANZA	54	BADGER
43	AGNEW	31	APPLEGATE	22	BAGBY
19	AGOURA	36	APPLE VALLEY	45	BAIRD
49	AGUA CALIENTE	44	APTOS	36	BAKER
37	AGUA CALIENTE SPR	06	ARBUCKLE	15	BAKERSFIELD
19	AGUA DULCE	19	ARCADIA	54	BALANCE ROCK
33	AGUANGA	12	ARCATA	30	BALBOA
20	AHWAHNEE	36	ARGUS	30	BALBOA ISLAND
01	ALAMEDA	33	ARLANZA VILLAGE	07	BALDOCCHI LANDING
07	ALAMO	19	ARLETA	19	BALDWIN HILLS
01	ALBANY	42	ARLIGHT	36	BALDWIN LAKE
33	ALBERHILL	33	ARLINGTON	19	BALDWIN PARK
23	ALBION	16	ARMONA	14	BALLARAT
12	ALDERPOINT	05	ARNOLD	24	BALLICO
11	ALDER SPRINGS	33	ARNOLD HEIGHTS	30	BALLROAD
19	ALHAMBRA	27	AROMAS	21	BALTIMORE PARK
46	ALLEGHANY	36	ARROWBEAR LAKE	04	BANGOR
54	ALLENSWORTH	36	ARROWHEAD HIGHLANDS	33	BANNING
43	ALMA	36	ARROWHEAD SPRINGS	39	BANTA
32	ALMANOR	07	ARROYO	13	BARD
19	ALONDRA	40	ARROYO GRANDE	56	BARDSDALE
54	ALPAUGH	01	ARROYO SANITORIUM	37	BARRETT
37	ALPINE	19	ARROYO SECO	36	BARSTOW
31	ALTA	19	ARTESIA	14	BARTLETT
19	ALTADENA	11	ARTOIS	17	BARTLETT SPRINGS
09	AL TAHOE	15	ARVIN	19	BASSETT
36	ALTA LOMA	01	ASHLAND	20	BASS LAKE
01	ALTAMONT	10	ASHLAN PARK	33	BAUTISTA
05	ALTAVILLE	54	ASH MOUNTAIN	31	BAXTER
12	ALTON	27	ASILOMAR	36	BAY
25	ALTURAS	07	ASSOCIATED	01	BAY FARM ISLAND
01	ALVARADO	49	ASTI	11	BAYLISS
43	ALVISO	40	ATASCADERO	41	BAY MEADOWS
03	AMADOR CITY	41	ATHERTON	40	BAY-OSOS
36	AMBOY	24	ATHLONE	07	BAY POINT
28	AMERICAN CANYON	28	ALTAS	07	BAYO VISTA
13	AMOS	36	ATOLIA	41	BAYSHORE CITY
30	ANAHEIM	24	ATWATER	12	BAYSIDE
23	ANCHOR BAY	30	ATWOOD	21	BAYSIDE ACRES
45	ANDERSON	10	AUBERRY	27	BAY VIEW PARK

41	BAYWOOD	19	BEVERLY HILLS	39	BORDEN ISLAND
40	BAYWOOD PARK	42	BICKNELL	07	BORDEN JUNCTION
30	BEACH CENTER	18	BIEBER	37	BOREGO
58	BEALE AIR FORCE BASE	53	BIG BAR	15	BORON
36	BEAR LAKE	44	BIG BASIN	37	BORREGO SPRINGS
03	BEAR RIVER LAKE	36	BIG BEAR CITY	37	BOSTONIA
02	BEAR VALLEY	36	BIG BEAR LAKE	44	BOULDER CREEK
	(VIA ARNOLD)	36	BIG BEAR PARK	39	BOULDIN ISLAND
22	BEAR VALLEY	45	BIG BEND	37	BOULEVARD
	(VIA MARIPOSA)	10	BIG CREEK	10	BOWLES
12	BEATRICE	47	BIG FLAT	31	BOWMAN
33	BEAUMONT	04	BIGGS	49	BOYES HOT SPRINGS
32	BECKWORTH	47	BIG HUMBUG CREEK	36	BOYS REPUBLIC
19	BEL AIR	21	BIG LAGOON	19	BRADBURY
32	BELDEN	55	BIG OAK FLAT	07	BRADFORD ISLAND
19	BELL	14	BIG PINE	27	BRADLEY
45	BELLA VISTA	27	BIG SUR	56	BRANDEIS
19	BELLFLOWER	05	BIG TREES	58	BRANDY CITY
19	BELL GARDENS	09	BIJOU	23	BRANSCOMB
36	BELL MOUNTAIN	10	BIOLA	13	BRAWLEY
39	BELLOTA	48	BIRDS LANDING	47	BRAY
23	BELL SPRINGS	14	BISHOP	30	BREA
33	BELLTOWN	14	BISHOP CREEK	07	BRENTWOOD
41	BELMONT	19	BIXBY	19	BRENTWOOD HEIGHTS
15	BELRIDGE	47	BLACK BEAR	19	BRENTWOOD PARK
19	BELVEDERE	21	BLACK POINT	12	BRICELAND
19	BELVEDERE GARDENS	32	BLAIRSDEN	26	BRIDGEPORT
21	BELVEDERE-TIBURON	55	BLANCHARD	12	BRIDGEVILLE
12	BENBOW	27	BLANCO	56	BRIGGS
52	BEND	12	BLOCKSBURG	41	BRISBANE
22	BEN HUR	49	BLOOMFIELD	30	BRISTOL
48	BENECIA	36	BLOOMINGTON	31	BROCKWAY
44	BEN LOMOND	43	BLOSSOM HILL	57	BRODERICK
49	BENNETT VALLEY	43	BLOSSOM VALLEY	33	BRODERICK GARDEN
23	BENTLEY	31	BLUE CANYON	44	BROOKDALE
26	BENTON	36	BLUE JAY	57	BROOKS
33	BERDOO CAMP	12	BLUE LAKE	07	BROWNS ISLAND
20	BERENDA	12	BLUFF CREEK	58	BROWNS VALLEY
41	BERESFORD PARK	33	BLYTHE	58	BROWNSVILLE
01	BERKELEY	29	BOCA	04	BRUSH CREEK
07	BERKELEY PARK	49	BODEGA	36	BRYN MAWR
06	BERLIN	49	BODEGA BAY	27	BRYSON
33	BERMUDA DUNES	15	BODFISH	57	BRYTE
40	BERN	26	BODIE	17	BUCKINGHAM PARK
40	BERROS	18	BOGART	32	BUCKS LAKE
04	BERRY CREEK	47	BOLAM	12	BUCKSPORT
43	BERRYESSA	07	BOLANDS	32	BUCKS RANCH
27	BERWICK	21	BOLINAS	42	BUPELLTON
47	BESWICK	13	BONDS CORNER	30	BUENA PARK
39	BETHANY	37	BONITA	07	BUENA VISTA
07	BETHEL ISLAND	44	BONNY DOON		(VIA PITTSBURG)
42	BETTERAVIA	37	BONSALL	27	BUENA VISTA
19	BEVERLY GLEN	23	BOONVILLE		(VIA SALINAS)

12	BULL CREEK	49	CAMP MEEKER	42	CASMALIA
12	BUNKER HILL	54	CAMP NELSON	23	CASPAR
19	BURBANK	37	CAMPO	45	CASSEL
41	BURLINGAME	05	CAMPO SECO	19	CASTAIC
19	BURNETT	37	CAMP PENDLETON	45	CASTELLA
45	BURNEY	09	CAMP RICHARDSON	24	CASTLE AFB
53	BURNT RANCH	27	CAMP ROBERTS	47	CASTLE CRAG
10	BURREL	32	CAMP RODGERS	01	CASTRO VALLEY
05	BURSON	09	CAMP SACRAMENTO	27	CASTROVILLE
11	BUTTE CITY	10	CAMP SIERRA	33	CATHEDRAL CITY
04	BUTTE MEADOWS	01	CAMP THOMAS	22	CATHEYS VALLEY
15	BUTTONWILLOW	58	CAMPTONVILLE	53	CAUTION
07	BYRON	54	CAMP WISHON	44	CAVE GULCH
07	BYRON HOT SPR	25	CANBY	45	CAYTON
		38	CANDLE STICK COVE	40	CAYUCOS
33	CABAZON	19	CANOGA PARK	49	CAZADERO
42	CACHUMA	15	CANTIL	47	CECILVILLE
36	CADIZ	10	CANTUA CREEK	10	CEDAR CREST
36	CAJON	07	CANYON	36	CEDAR GLEN
19	CALABASAS	19	CANYON COUNTRY	36	CEDARPINES PARK
19	CALABASAS PARK	33	CANYON CREST	09	CEDAR RAVINE
36	CALAVO GARDENS	32	CANYONDAM	29	CEDAR RIDGE
13	CALEXICO	33	CANYON LAKE	25	CEDARVILLE
15	CALIENTE	57	CAPAY	01	CENTERVILLE
15	CALIENTE HOT SPR	11	CAPAY RANCHO	45	CENTRAL VALLEY
45	CALIFORNIA CITY	28	CAPELLA VALLEY	19	CENTURY CITY
54	CALIFORNIA HOT SPR	12	CAPETOWN	50	CERES
40	CALIFORNIA VALLEY	30	CAPISTRANO BEACH	19	CERRITOS
33	CALIMESA	44	CAPITOLA	48	CHABOT TERRACE
13	CALIPATRIA	36	CARBON CANYON	58	CHALLENGE
28	CALISTOGA	03	CARBONDALE	36	CHAMBERS
47	CALLAHAN	37	CARDIFF-BY-THE-SEA	19	CHARTER OAK
18	CALNEVA	19	CAREY	19	CHATSWORTH
47	CALOR	32	CARIBOU	19	CHATSWORTH LAKE
23	CALPELLA	55	CARL INN	33	CHERRY VALLEY
46	CALPINE	12	CARLOTTA	32	CHESTER
10	CALWA	37	CARLSBAD	19	CHEVIOT HILLS
56	CAMARILLO	27	CARMEL	29	CHICAGO PARK
40	CAMBRIA	27	CARMEL HIGHLANDS	04	CHICO
40	CAMBRIA PINES	27	CARMEL RANCHO	32	CHILCOOT
43	CAMBRIAN PARK	27	CARMEL VALLEY	52	CHILDS MEADOWS
09	CAMERON PARK	34	CARMICHAEL	38	CHINA
		31	CARNELIAN BAY	15	CHINA LAKE
		42	CARPINTERIA	55	CHINESE CAMP
09	CAMINO	53	CARRVILLE	36	CHINO
36	CAMP ANGELUS	19	CARSON	33	CHIRIACO SUMMIT
43	CAMPBELL	05	CARSON HILL	40	CHOLAME
05	CAMP CONNELL	19	CARSON PARK	20	CHOWCHILLA
22	CAMP CURRY	14	CARTAGO	27	CHUALAR
37	CAMP ELLIOTT	10	CARUTHERS	36	CHUBBUCK
43	CAMP FREMONT	19	CARWOOD	37	CHULA VISTA
54	CAMP KAWEAH	33	CASA BLANCA	36	CIMA
15	CAMP LERDO	07	CASA CORREO	31	CISCO
37	CAMP MATHEWS	26	CASA DIABLO	34	CITRUS HEIGHTS
27	CAMP MC CALLUM	56	CASITAS SPRINGS	19	CITY OF COMMERCE

19	CITY OF INDUSTRY	42	COOK AFB	19	CULVER CITY
19	CITY TERRACE	06	COOKS SPRINGS	23	CUMMINGS
19	CLAREMONT	09	COOL	49	CUNNINGHAM
01	CLAREMONT PINES	50	COOPERSTOWN	43	CUPERTINO
57	CLARKSBURG	47	COPCO	07	CURTIS LANDING
09	CLARKSVILLE	05	COPPEROPOLIS	54	CUTLER
34	CLAY	16	CORCORAN	12	CUTTEN
07	CLAYTON	48	CORDELIA	28	CUTTINGS WHARF
47	CLEAR CREEK (VIA HAPPY CREEK)	39	CORNEL	42	CUYAMA
18	CLEAR CREEK (VIA WESTWOOD)	19	CORNELL	15	CUYAMA VALLEY
22	CLEARINGHOUSE	52	CORNING	30	CYPRESS
17	CLEARLAKE HIGHLANDS	33	CORONA	36	DAGGETT
17	CLEARLAKE OAKS	30	CORONA DEL MAR	48	DAIRY FARM
17	CLEARLAKE PARK	37	CORONADO	41	DALY CITY
39	CLEMENTS	27	CORRAL DE TIERRA	45	DANA
32	CLIO	44	CORRALITOS	30	DANA POINT
31	CLIPPER GAP	21	CORTE MADERA	07	DANVILLE
04	CLIPPER MILLS	50	CORTEZ	55	DARDANELLE
49	CLOVERDALE	14	COSO JUNCTION	14	DARWIN
19	CLOVER FIELD	30	CCSTA MESA	44	DAVENPORT
10	CLOVIS	49	COTATI	57	DAVIS
07	CLYDE	30	COTTAGE CITY	25	DAVIS CREEK
33	COACHELLA	54	COTTON CENTER	14	DEATH VALLEY
10	COALINGA	45	COTTONWOOD	01	DECOTO
20	COARSEGOLD	22	COULTERVILLE	53	DEDRICK
17	COBB	34	COURTLAND	14	DEEP SPRINGS
49	CODDINGTON	04	COUTOLENC	28	DEER PARK
53	COFFEE	23	COVELO	15	DELANO
23	COLD CREEK	19	COVINA	06	DELEVEN
55	COLD SPRINGS	07	COWELL	24	DELHI
19	COLE	43	COYOTE	15	DELKERN
26	COLEVILLE	23	COYOTE VALLEY	32	DELLEKER
31	COLFAX	51	CRANMORE	53	DEL LOMA
58	COLGATE	12	CRANNELL	37	DEL MAR
15	COLLEGE CENTER	08	CRESCENT CITY	40	DEL MAR HEIGHTS
06	COLLEGE CITY	32	CRESCENT MILLS	27	DEL MONTE
37	COLLEGE GROVE CTR	24	CRESSEY	27	DEL MONTE PARK
36	COLLEGE HEIGHTS	01	CRESTA BLANCA	34	DEL PASO HEIGHTS
48	COLLINSVILLE	36	CRESTLINE	10	DELPIEDRA
41	COLMA	33	CRESTMORE	10	DEL REY
09	COLOMA	40	CRESTON	27	DEL REY OAKS
19	COLOR CORNER	36	CREST PARK	36	DEL ROSA
36	COLTON	26	CRESTVIEW	45	DELTA (VIA DUNSMUIR)
55	COLUMBIA	38	CRISSEY FIELD	39	DELTA (VIA STOCKTON)
06	COLUSA	07	CROCKETT	37	DE LUZ
28	COMBSVILLE	32	CROMBERG	50	DENAIR
23	COMPTCHE	36	CROSS ROADS	53	DENNY
19	COMPTON	19	CROSS TOWN	04	DE SABLA
07	CONCORD	50	CROWS LANDING	37	DESCANSO
10	CONEJO	36	CRUCERO	36	DESERT
42	CONSEPCION	31	CRYSTAL SPRINGS		
		36	CUCAMONGA		
		19	CUDAHY		

33	DESERT CENTER	36	EARP	31	EMIGRANT GAP
33	DESERT HOT SPR	44	EAST LAKE	50	EMPIRE
15	DEVILS DEN	19	EASTMAN	39	EMPIRE ISLAND
36	DEVORE	10	EASTON	43	ENCINAL
18	DEWITT	41	EAST PALO ALTO	37	ENCINITAS
31	DE WITT STATE HOSP	14	EAST PORTAL	19	ENCINO
07	DIABLO	19	EAST VIEW	50	ENGELS CAMP
30	DIAMOND	09	ECHO LAKE	32	ENGLEMINE
19	DIAMOND BAR	19	ECHO PARK	04	ENTERPRISE
38	DIAMOND HEIGHTS	33	EDEN		(VIA OROVILLE)
09	DIAMOND SPRINGS	41	EDGEMAR	45	ENTERPRISE
09	DIGGER INDIAN SPR	33	EDGEMONT		(VIA REDDING)
15	DI GIORGIO	47	EDGEWOOD	58	ERLE
21	DILLON BEACH	15	EDISON	39	ESCALON
10	DINKEY CREEK	15	EDWARDS	37	ESCONDIDO
54	DINUBA	15	EDWARDS AFB	05	ESMERELDA
13	DIXIELAND	12	EEL ROCK	57	ESPARTO
48	DIXON	37	EL CAJON	04	ESPLINADE
58	DOBBINS	42	EL CAPITAN	36	ESSEX
07	DOLLAR RANCH	13	EL CENTRO	40	ESTERO BAY
19	DOMINGUES HILLS	07	EL CERRITO	01	ESTUDILLO
19	DOMINGUEZ	09	EL DORADO	36	ETIWANDA
55	DON PEDRO DAM	09	ELL DORADO HILLS	17	ELTIWA SPRINGS
05	DORRINGTON	49	ELDRIDGE	47	ETNA
47	DORRIS	03	ELECTRA	12	ETTERSBURG
24	DOS PALOS	41	EL GRANADA	50	EUGENE
23	DOS RIOS	23	ELK	12	EUREKA
53	DOUGLAS CITY	11	ELK CREEK	42	EVERGREEN
05	DOUGLASFLAT	34	ELK GROVE	43	EVERGREEN
08	DOUGLAS PARK	15	ELK HILLS		(VIA SAN JOSE)
19	DOWNEY	12	ELK RIVER	54	EXETER
19	DOWNEY GARDENS	42	ELLWOOD		
46	DOWNIEVILLE	57	EL MACERO	21	FAIRFAX
18	DOYLE	48	ELMIRA	48	FAIRFIELD
25	DRY LAKE	36	EL MIRAGE	20	FAIRMEAD
03	DRYTOWN	30	EL MODENA	19	FAIRMONT
19	DUARTE	19	EL MONTE	07	FAIRMOUNT
01	DUBLIN	24	EL NIDO	34	FAIR OAKS
54	DUCOR	40	EL PASO DEL ROBLES	09	FAIR PLAY
37	DULZURA	22	EL PORTAL	42	FAIRVIEW
49	DUNCANS MILLS	19	EL PORTO	12	FALK
10	DUNLAP	56	EL RIO	37	FALLBROOK
57	DUNNIGAN	19	EL SEGUNDO	09	FALLEN LEAF
47	DUNSMUIR	19	EL SERENO	21	FALLON
04	DURHAM	33	EL SINORE	45	FALL RIVER MILLS
31	DUTCH FLAT	07	EL SOBRANTE	15	FAMOSA
19	DUTCH VILLAGE	30	EL TORO	10	FANCHER
12	DYERVILLE	49	EL VERANO	38	FARALLON ISLANDS
		34	ELVERTA	23	FARLEY
18	EAGLE LAKE	50	EL VIEGO	54	FARMERSVILLE
33	EAGLE MOUNTAIN	09	EMERALD BAY	39	FARMINGTON
19	EAGLE ROCK	41	EMERALD LAKE	53	FAWN LODGE
25	EAGLEVILLE	19	EMERY PARK	36	FAWNSKIN
54	EARLIMART	01	EMERYVILLE	04	FEATHER FALLS

48	FEDERAL TERRACE	08	FORT DICK	33	GARNET
15	FELLOWS	37	FORT FREMONT	45	GAS POINT
44	FELTON	38	FORT FUNSTON	08	GASQUET
36	FENNER	36	FORT IRWIN	42	GAVIOTA
45	FERN	47	FORT JONES	47	GAZELLE
12	FERNBRIDGE	19	FORT MAC ARTHUR	29	GELATT
12	FERNDALE	21	FORT MC DOWELL	32	GENESEEE
19	FERNWOOD PARK	38	FORT MILEY	36	GEORGE AFB
33	FERTILLA	27	FORT ORD	09	GEORGETOWN
49	FETTERS HOT SPR	37	FORT ROSECRANS	52	GERBER
03	FIDDLETOWN	49	FORT ROSS	49	GEYSERVILLE
12	FIELDBROOK	12	FORT SEWARD	07	GIANT
12	FIELDS LANDING	12	FORTUNA	54	GIANT FOREST
10	FIG GARDEN VILLAGE	41	FOSTER CITY	19	GIBSON
19	FIGUEROA	30	FOUNTAIN VALLEY	46	GIBSONVILLE
56	FILLMORE	06	FOUTS SPRINGS	33	GILMAN HOT SPR
17	FINLEY	10	FOWLER	43	GILROY
10	FIREBAUGH	34	FRANKLIN	43	GILROY HOT SPR
19	FIRESTONE		(VIA ELK GROVE)	13	GLAMIS
22	FISH CAMP	28	FRANKLIN	09	GLEN ALPINE
14	FISH SPRINGS	07	FRANKLIN CANYON	33	GLEN AVON
01	FITCHBURG	15	FRAZIER PARK	45	GLENBURN
10	FIVE POINTS	02	FREDERICKSBURG	05	GLENCOE
60	FLEET	44	FREEDOM	19	GLENDALE
37	FLETCHER HILLS	57	FREEMONT	19	GLENDORA
19	FLINTRIDGE	49	FREESTONE	49	GLEN ELLEN
19	FLORENCE	30	FREEWAY PARK	17	GLENHAVEN
34	FLORIN	01	FREMONT	11	GLENN
29	FLORISTON	39	FRENCH CAMP	12	GLENN ESSEX
52	FLOURNOY	29	FRENCH CORRAL	15	GLENNVILLE
36	FLYNN SPRINGS	45	FRENCH GULCH	44	GLENWOOD
34	FOLSOM	09	FRESH POND	30	GLORYETTA
36	FONTANA	12	FRESHWATER	36	GOFF'S
19	FOOTHILL CENTER	10	FRESNO	29	GOLD FLAT
34	FOOTHILL FARMS	10	FRIANT	31	GOLD RUN
04	FORBESTOWN	19	FRIENDS	42	GOLETA
15	FORD CITY	36	FRONTERA	27	GONZALES
36	FOREST FALLS	12	FRUITLAND	46	GOODYEARS BAR
53	FOREST GLEN	01	FRUITVALE	28	GORDON VALLEY
31	FORESTHILL	11	FRUTO	19	GORMAN
36	FOREST HOME	30	FULLER PARK	54	GOSHEN
21	FOREST KNOLLS	30	FULLERTON	45	GOVERNMENT CITY
19	FOREST PARK	49	FULTON	01	GOVERNMENT ISLAND
04	FOREST RANCH	14	FURNACE CREEK	10	GRABNERS
29	FOREST SPRINGS			32	GRAEAGLE
49	FORESTVILLE	27	GABILAN	19	GRANADA HILLS
47	FORKS OF SALMON	34	GALT	36	GRAND TERRACE
46	FORREST	12	GARBERVILLE	15	GRANITE STATION
21	FORT BAKER	19	GARDENA	29	GRANITEVILLE
21	FORT BARRY	30	GARDEN GROVE	26	GRANT LAKE CAMP
25	FORT BIDWELL	09	GARDEN VALLEY	15	GRAPEVINE
23	FORT BRAGG	15	GARDNER FIELD	47	GRASS LAKE
21	FORT CRONKHITE	42	GAREY	29	GRASS VALLEY

49	GRATON	40	HARMONY	47	HILT
50	GRAYSON	36	HARPER LAKE	49	HILTON
15	GREENACRES	12	HARRIS	36	HINKLEY
21	GREENBRAE	42	HARRISTON	19	HI-VISTA
27	GREENFIELD	41	HASSLET HEALTH HOME	29	HOBART MILLS
19	GREEN VALLEY	45	HAT CREEK	17	HOBERGS
36	GREEN VALLEY LAKE	05	HATHAWAY PINES	36	HODGE
47	GREENVIEW	27	HATTON FIELD	57	HOLLAND
32	GREENVILLE	36	HAVASU LAKE	35	HOLLISTER
09	GREENWOOD	36	HAVASU LANDING	19	HOLLYDALE
20	GREGG	19	HAWAIIAN GARDENS	19	HOLLYWOOD
47	GRENADA	53	HAWKINS BAR	56	HOLLYWOOD BEACH
04	GRIDLEY	19	HAWTHORNE	19	HOLMBY HILL
06	GRIMES	53	HAYFORK	12	HOLMES
06	GRIMES LANDING	01	HAYWARD	39	HOLT
12	GRIZZLY BLUFF	01	HAYWARD HIGHLANDS	13	HOLTVILLE
12	GRIZZLY CREEK	19	HAZARD	43	HOLY CITY
09	GRIZZLY FLATS	45	HAZEL CREEK	19	HOME GARDENS
37	GROSSMONT	49	HEALDSBURG	33	HOMELAND
55	GROVELAND	23	HEARST	39	HOMESTEAD
40	GROVER CITY	13	HEBER	21	HOMESTEAD VALLEY
42	GUADALUPE	53	HELENA	31	HOMEWOOD
37	GUALALA	36	HELENDALE	14	HOMEWOOD CANYON
36	GUASTI	10	HELM	04	HONCUT
37	GUATAY	33	HEMET	12	HONEYDEW
49	GUERNEVILLE	12	HENDERSON	34	HOOD
49	GUERNEWOOD PARK	52	HENLEYVILLE	12	HOOPA
57	GUINDA	34	HERALD	02	HOPE VALLEY
12	GUNTHER ISLAND	07	HERCULES	23	HOPLAND
24	GUSTINE	18	HERLONG	47	HORN BROOK
19	HACIENDA HEIGHTS	19	HERMOSA BEACH	45	HORNET MINE
40	HALCYON	35	HERNANDEZ	22	HORNITOS
41	HALF MOON BAY	10	HERNDON	47	HORSE CREEK
18	HALLS FLAT	36	HESPERIA	17	HOUGH SPRINGS
43	HALLS VALLEY	55	HETCH HETCHY	46	HOWLAND FLAT
58	HALLWOOD	19	HEWITT	19	HUB CITY
47	HAMBURG	01	HEYER	50	HUDSON
21	HAMILTON AFB	50	HICKMAN	50	HUGHSON
11	HAMILTON CITY	19	HICKS CAMP	37	HULBURD GROVE
10	HAMMER FIELD	19	HIDDEN HILLS	17	HULLVILLE
58	HAMMONTON	33	HIGHGROVE	32	HUMBURG VALLEY
16	HANFORD	36	HIGHLAND	10	HUME
47	HAPPY CAMP	19	HIGHLAND PARK	27	HUNTER LIGGETT
17	HARBIN SPRINGS	15	HIGHLAND PARK	52	HUNTERS
37	HARBISON CANYON		(VIA BAKERSFIELD)	30	HUNTINGTON BEACH
56	HARBOR	01	HIGHLANDS	10	HUNTINGTON LAKE
19	HARBOR CITY	10	HIGHWAY CITY	19	HUNTINGTON PARK
07	HARBOR GATE	19	HIGHWAY HIGHLANDS		
37	HARBOR SIDE	15	HILLCREST CENTER	35	IDRIA
55	HARDIN FLAT	41	HILLSBOROUGH	33	IDYLLWILD
33	HARMAND CENTER	41	HILLSDALE	21	IGNACIO
16	HARDWICK	29	HILLS FLAT	45	IGO
36	HARLEM SPRINGS	48	HILLSIDE	28	IMOLA
		24	HILMAR	13	IMPERIAL

37	IMPERIAL BEACH	54	JORDAN	19	LA BALLONA
22	INCLINE	36	JOSHUA TREE	19	LA CANADA
14	INDEPENDENCE	37	JULIAN	19	LA COSTA
09	INDIAN DIGGINS	53	JUNCTION CITY	19	LA CRESCENTA
22	INDIAN FLAT	26	JUNE LAKE	15	LA CRESTA VILLAGE
58	INDIAN VALLEY (VIA CAMPTONVILLE)	18	JUNIPER	41	LADERA
21	INDIAN VALLEY (VIA NOVATO)	36	KAISER	19	LADERA HEIGHTS
33	INDIAN WELLS	18	KARLO	07	LAFAYETTE
33	INDIO	54	KAWEAH	50	LA GRANGE
23	INGLENOOK	37	KEARNEY MESA	19	LAGUNA (VIA BELL)
19	INGLEWOOD	10	KEARNEY PARK	42	LAGUNA (VIA BETTERAVIA)
45	INGOT	32	KEDDIE	13	LAGUNA (VIA YUMA, AZ)
21	INVERNESS	14	KEELER	30	LAGUNA BEACH
45	INWOOD	15	KEENE	30	LAGUNA HILLS
15	INYOKERN	49	KELLOGG	30	LAGUNA NIGUEL
03	IONE	09	KELSEY	21	LAGUNITAS
31	IOWA HILL	17	KELSEYVILLE	30	LA HABRA
15	IRONA	36	KELSO	19	LA HABRA HEIGHTS
30	IRVINE	45	KENNETT	41	LA HONDA
01	IRVINGTON	07	KENSINGTON	37	LA JOLLA
24	IRWIN	21	KENTFIELD	43	LAKE ALMADEN
19	IRWINDALE	34	KENTUCKY ISLAND	18	LAKE ALMANOR PENINSULA
04	ISAAH	21	KENT WOODLAND	02	LAKE ALPINE
53	ISLAND MOUNTAIN	49	KENWOOD	36	LAKE ARROWHEAD
42	ISLA VISTA	14	KEOUGH'S HOT SPR	57	LAKE BERRYESSA
34	ISLETON	10	KERMAN	25	LAKE CITY
20	ITALIAN SWISS COLONY	15	KERN CITY	33	LAKE ELSINORE
54	IVANHOE	15	KERNVILLE	31	LAKE FOREST
36	IVANPAH	19	KESTER	45	LAKEHEAD
03	JACKSON	45	KESWICK	19	LAKE HUGHES
03	JACKSON GATE	16	KETTLEMAN CITY	15	LAKE ISABELLA
55	JACKSONVILLE	50	KEYES	09	LAKE KIRKWOOD
37	JACUMBA	55	KEYSTONE	26	LAKE MARY
27	JAMESBURG	27	KING CITY	19	LAKE MONICA
55	JAMESTOWN	39	KING ISLAND	53	LAKE MOUNTAIN
37	JAMUL	31	KINGS BEACH	18	LAKE NOKOPEN
18	JANESVILLE	10	KINGSBURG	29	LAKE OF THE PINES
52	JELLY	54	KINGS CANYON	17	LAKEPORT
49	JENNER	36	KINGSTON	37	LAKE SAN MARCOS
05	JENNY LIND	47	KINYON	56	LAKE SHERWOOD
07	JERSEY	52	KIRKWOOD	10	LAKESHORE
22	JERSEYDALE	03	KIT CARSON	37	LAKESIDE
07	JERSEY ISLAND	08	KLAMATH	33	LAKEVIEW
37	JESMOND DENE	47	KLAMATH RIVER	19	LAKE VIEW TERRACE
19	JIMTOWN	12	KNEELAND	19	LAKESIDE
15	JOHANNESBURG	07	KNIGHTSEN	19	LAKEWOOD
54	JOHNSONDALE	50	KNIGHTS FERRY	19	LA MEDA
18	JOHNSTONVILLE	57	KNIGHTS LANDING	37	LA MESA
37	JOHNSTOWN	45	KNOB	19	LA MIRADA
32	JOHNSVILLE	20	KNOWLES	45	LA MOINE
27	JOLON	12	KORBEL	15	LAMONT
		36	KRAMER		
		09	KYBURZ		

19	LANCASTER	09	LIMESTONE	42	LOS ALAMOS
05	LANCHA PLANA	40	LIMME	43	LOS ALTOS
36	LANDERS	31	LINCOLN	43	LOS ALTOS HILLS
10	LANES BRIDGE	37	LINCOLN ACRES	19	LOS AMIGOS
12	LANES FLAT	39	LINCOLN VILLAGE	19	LOS ANGELES
19	LANG	58	LINDA	24	LOS BANOS
21	LANSDALE	41	LINDA MAR	43	LOS GATOS
30	LA PALMA	39	LINDEN	52	LOS MOLINOS
40	LA PANZA	41	LINDERVILLE	19	LOS NIETOS
32	LA PORTE	54	LINDSAY	42	LOS OLIVOS
19	LA PUENTE	54	LINNELL	40	LOS OSOS
33	LA QUINTA	18	LITCHFIELD	40	LOS PADRES
21	LARKSPUR	14	LITTLE LAKE	36	LOS SERRANOS
44	LA SELVA BEACH	09	LITTLE NORWAY	37	LOS TERRANITOS
33	LA SIERRA	23	LITTLERIVER	15	LOST HILLS
04	LAS PLUMAS	19	LITTLEROCK	33	LOST LAKE
52	LASSEN CAMP	27	LITTLE SUR	19	LOS TUNAS BEACH
32	LASSEN VIEW	18	LITTLE VALLEY	09	LOTUS
39	LATHROP	51	LIVE OAK	17	LOWER LAKE
10	LATON	56	LIVE OAK ACRES	46	LOYALTON
44	LAUREL	37	LIVE OAK SPR	21	LUCAS VALLEY
12	LAUREL CANYON	01	LIVERMORE	17	LUCERNE
19	LA VERNE	24	LIVINGSTON	36	LUCERNE VALLEY
19	LAWNDALE	19	LLANO	27	LUCIA
41	LAWNDALE (VIA COLMA)	17	LOCH LOMOND	36	LUDLOW
43	LAWRENCE	34	LOCKE	19	LYNWOOD
14	LAWS	39	LOCKEFORD	55	LYONS DAM
23	LAYTONVILLE	44	LOCKHEED SCTB	52	LYONSVILLE
14	LEADFIELD	27	LOCKWOOD	39	LYOTH
15	LEBEC	39	LODI	36	LYTLE CREEK
06	LEESVILLE	06	LODOGA	49	LYTTON
26	LEE VINING	45	LOFTUS		
23	LEGGETT	58	LOG CABIN	47	MACDOEL
43	LE GRAND (VIA MOUNTAIN VIEW)	28	LOKOYA	18	MADELINE
24	LE GRAND	12	LOLETA	20	MADERA
30	LEISURE WORLD	36	LOMA LINDA	20	MADERA AFB
15	LELITER	41	LOMA MAR	57	MADISON
54	LEMONCOVE	37	LOMA PORTAL	55	MADISON CREEK
37	LEMON GROVE	58	LOMA RICA	53	MAD RIVER
30	LEMON HEIGHTS	40	LOMA VISTA	43	MADRONE
16	LEMOORE	19	LOMITA	04	MAGALIA
19	LENNOX	41	LOMITA PARK	33	MAGNOLIA CENTER
36	LENWOOD	44	LOMPICO	19	MAGNOLIA PARK
19	LEONA VALLEY	42	LOMPOC	10	MALAGA
15	LERDO FIELD	54	LONDON	19	MALIBU
38	LETTERMAN	14	LONE PINE	19	MALIBU BEACH
37	LEUCADIA	55	LONG BARN	19	MALIBU LAKE
48	LIBERTY FARMS	19	LONG BEACH	26	MAMMOTH LAKES
48	LIBERTY ISLAND	35	LONOAK	23	MANCHESTER
30	LIDO ISLE	25	LOOKOUT	19	MANHATTAN BEACH
25	LIKELY	31	LOOMIS	21	MANOR
		43	LOREE ESTATES	39	MANTECA
		30	LOS ALAMITOS	52	MANTON

37	MANZANITA	41	MENLO PARK	21	MISSION RAFAEL
45	MANZANITA LAKE	36	MENTONE	01	MISSION SAN JOSE
12	MAPLE CREEK	24	MERCED	37	MISSION VALLEY
19	MARAVILLA PARK	51	MERIDIAN	30	MISSION VIEJO
19	MARCELINA	36	MERRILL	20	MIST
33	MARCH AFB	18	MERRILLVILLE	05	MITCHELL HILL
48	MARE ISLAND	04	MERRIMAC	55	MI-WUK VILLAGE
15	MARICOPA	30	MESA CENTER	26	MOCALNO
27	MARINA	37	MESA GRANDE	55	MOCCASIN
19	MARINA DEL REY	12	METROPOLITAN	55	MOCCASIN CREEK
21	MARINA HIGHLANDS	12	METTAH	50	MODESTO
21	MARIN CITY	15	METTLER	30	MODJESKA
22	MARIPOSA	27	METZ	36	MODOC
02	MARKLEEVILLE	34	MICHIGAN BAR	43	MOFFETT FIELD
37	MARSDEN HILL	31	MICHIGAN BLUFF	15	MOJAVE
21	MARSHALL	39	MID CITY	05	MOKELUMNE HILL
41	MARSH MANOR	39	MIDDLE RIVER	19	MONETA
03	MARTELL	17	MIDDLETOWN	42	MONO CAMP
07	MARTINEZ	17	MIDLAKE	10	MONO HOT SPRINGS
19	MAR VISTA	33	MIDLAND	26	MONO LAKE
58	MARYSVILLE	22	MIDPINES	15	MONOLITH
26	MASONIC	30	MIDWAY CITY	19	MONROVIA
32	MASSACK	38	MIDWAY VILLAGE	47	MONTAGUE
55	MATHER	18	MILFORD	56	MONTALVO
34	MATHER AFB	41	MILLBRAE	41	MONTARA
45	MATHESON	41	MILLBRAE HIGHLANDS	43	MONTA VISTA
06	MAXWELL	52	MILL CREEK	36	MONTCLAIR
04	MAYARO	11	MILLSAP	19	MONTEBELLO
19	MAY CARSON	01	MILLS COLLEGE	42	MONTECITO
19	MAYFAIR	41	MILLSDALE	44	MONTECITO SPRINGS
43	MAYFIELD	21	MILL VALLEY	19	MONTE NIDO
19	MAYWOOD	45	MILLVILLE	27	MONTEREY
45	MC ARTHUR	42	MILPAS	44	MONTEREY BAY ACADEMY
12	MC CANN	43	MILPITAS	19	MONTEREY PARK
34	MC CLELLAN AFB	05	MILTON	49	MONTE RIO
47	MC CLOUD	23	MINA	43	MONTE SERENO
39	MC DONALD ISLAND	20	MINARETS	45	MONTGOMERY CREEK
15	MC FARLAND	52	MINERAL	49	MONTGOMERY VILLAGE
50	MC HENRY VILLAGE	54	MINERALKING	50	MONTPELLIER
31	MC KEON	53	MINERSVILLE	19	MONTROSE
12	MC KINLEYVILLE	36	MINNELUSA	54	MOONEY
15	MC KITTRICK	19	MINT CANYON	29	MOONEY FLAT
33	MEADOWBROOK	15	MINTER VILLAGE	12	MOONSTONE BEACH
10	MEADOW LAKES	15	MIRACLE HOT SPRINGS	04	MOORETOWN
32	MEADOW VALLEY	19	MIRALESTE	56	MOORPARK
31	MEADOW VISTA	33	MIRA LOMA	07	MORAGA
33	MEAD VALLEY	37	MIRAMAR	42	MORA VILLA
33	MECCA	10	MIRAMONTE	33	MORENO
09	MEEKS BAY	12	MIRANDA	37	MORENO LAKE
56	MEINERS OAKS	07	MIRA VISTA	43	MORGAN HILL
05	MELONES	42	MISSILE VIEW	52	MORGAN SPRINGS
23	MENDOCINO	37	MISSION BEACH	19	MORNINGSIDE PARK
10	MENDOTA	42	MISSION CANYON	36	MORONGO VALLEY
33	MENIFEE	19	MISSION HILLS	40	MORRO BAY

40	MORRO PLAZA	31	NEWCASTLE	01	OAKLAND
41	MOSS BEACH	42	NEW CUYAMA	55	OAKLAND RECREATION
27	MOSS LANDING	25	NEWELL		CAMP
56	MOTEBELLO	19	NEWHALL	15	OAK LANE
33	MOUNTAIN CENTER	35	NEW IDRIA	07	OAKLEY
15	MOUNTAIN MESA	50	NEWMAN	45	OAK RUN
36	MOUNTAIN PASS	30	NEWPORT BEACH	40	OAKS
31	MOUNTAIN QUARRY	30	NEWPORT HEIGHTS	01	OAK SPRINGS
05	MOUNTAIN RANCH	07	NEW REDWOOD CANYON	56	OAK VALLEY
10	MOUNTAIN REST	21	NICASIO	56	OAK VIEW
43	MOUNTAIN VIEW	17	NICE	56	OAK VIEW GARDENS
09	MOUNT AUKUM	07	NICHOLS	28	OAKVILLE
36	MOUNT BALDY	51	NICOLAUS	26	OASIS
22	MOUNT BULLION	13	NILAND	33	OASIS STATION
47	MOUNT DOME	01	NILES	45	O'BRIEN
01	MOUNT EDEN	34	NIMBUS	49	OCCIDENTAL
43	MOUNT HAMILTON	04	NIMSHEW	37	OCEAN BEACH
47	MOUNT HEBRON	40	NIPOMO	40	OCEANO
44	MOUNT HERMON	36	NIPTON	19	OCEAN PARK
37	MOUNT LAGUNA	33	NORCO	37	OCEANSIDE
19	MOUNT LOWE	04	NORD	19	OCEAN VILLAGE, VENICE
49	MOUNT OLIVET	29	NORDEN	37	OCEAN VILLAGE
15	MOUNT OWEN	29	NORTH BLOOMFIELD	13	OCOTILLO
19	MOUNT SAN ANTONIO	29	NORTH COLUMBIA	13	OGILBY
47	MOUNT SHASTA	41	NORTH FAIR OAKS	15	OILCENTER
13	MOUNT SIGNAL	20	NORTH FORK	15	OILDALE
28	MOUNT VEEDER	34	NORTH HIGHLANDS	10	OILFIELDS
19	MOUNT WILSON	19	NORTH HILLS	56	OJAI
21	MUIR BEACH	19	NORTH HOLLYWOOD	14	OLANCHA
07	MUIR STATION	37	NORTH ISLAND	45	OLD DIGGINS
05	MURPHYS	41	NORTH PALO ALTO	07	OLD RIVER
16	MURRAY	19	NORTHRIDGE	45	OLD SHASTA
33	MURRIETA	29	NORTH SAN JUAN	45	OLD STATION
36	MUSCOY	33	NORTH SHORE	10	OLEANDER
12	MYERS	19	NORTH WELLINGTON	21	OLEMA
12	MYERS FLAT	23	NORTHWESTERN	07	OLEUM
12	MYRTLETOWNE	49	NORTHWOOD	45	OLINDA
28	NAPA	36	NORTON AFB	30	OLIVE
28	NAPA SODA SPRINGS	19	NORWALK	58	OLIVEHURST
23	NASHMEAD	19	NORWALK MANNER	37	OLIVENHAIN
37	NATIONAL CITY	19	NORWALK SQUARE	19	OLIVE VIEW
34	NATOMA	19	NORWOOD CENTER	31	OLYMPIC VALLEY
23	NAVARRO	21	NOVATO	09	OMO RANCH
10	NAVELENCIA	18	NUBIERBER	20	O'NEALS
36	NEEDLES	33	NUEVO	45	ONO
04	NELSON	48	NUT TREE	36	ONTARIO
32	NELSON POINT	56	NYLAND ACRES	40	ONTARIO HOT SPRINGS
37	NESTOR			15	ONYX
29	NEVADA CITY	45	OAK	44	OPAL CLIFFS
43	NEW ALMADEN	50	OAKDALE	31	OPHIR
01	NEWARK	36	OAK GLEN	30	ORANGE
36	NEWBERRY SPRINGS	20	OAKHURST	10	ORANGE GROVE
56	NEWBERRY PARK	41	OAK KNOLL	30	ORANGEHURST

34	ORANGEVALE	19	PANORAMA CITY	10	PINEDALE
19	ORCHARDALE	04	PARADISE	49	PINEFLAT
42	ORCUTT	42	PARADISE CAMP	03	PINEGROVE
11	ORBEND	44	PARADISE PARK	45	PINE GROVE (VIA REDDING)
27	ORD VILLAGE	27	PARAISO SPR	37	PINE HILLS
58	OREGON HOUSE	19	PARAMOUNT	10	PINEHURST
12	ORICK	05	PARDEE DAM	10	PINERIDGE
07	ORINDA	36	PARKER DAM	37	PINE VALLEY
11	ORLAND	27	PARKFIELD	35	PINNACLES
12	ORLEANS	01	PARKS AFB	09	PINO GRANDE
36	ORO GRANDE	19	PARLIER	07	PINOLE
24	ORO LOMA	19	PASADENA	36	PINON HILLS
54	OROSI	19	PASADENA GLEN	03	PIONEER
04	OROVILLE	52	PASKENTA	36	PIONEERTOWN
23	ORRS	40	PASO ROBLES	56	PIRU
40	OSOFLACO	50	PATTERSON	40	PISMO BEACH
37	OTAY	15	PATTIWAY	07	PITTSBURG
09	OUTINGDALE	36	PATTON	54	PIXLEY
23	OUTLET	37	PAUMA VALLEY	30	PLACENTIA
56	OVAL	32	PAXTON	09	PLACERVILLE
14	OWNEYO	52	PAYNES CREEK	54	PLAINVIEW
56	OXNARD	53	PEANUT	24	PLANADA
56	OXNARD BEACH	19	PEARBLOSSOM	49	PLANTATION
		29	PEARDALE	13	PLASTER CITY
07	PACHECO	14	PEARSONVILLE	45	PLATINA
19	PACIFIC	46	PEAVINE	19	PLAYA DEL REY
41	PACIFICA	27	PEBBLE BEACH	51	PLEASANT GROVE
37	PACIFIC BEACH	33	PEDLEY	07	PLEASANT HILL
19	PACIFIC COLONY	41	PEDRO VALLEY	01	PLEASANTON
27	PACIFIC GROVE	49	PENNGROVE	58	PLEASANT VALLEY
09	PACIFIC HOUSE	29	PENN VALLEY	03	PLYMOUTH
41	PACIFIC MANOR	31	PENRYN	23	POINT ARENA
19	PACIFIC PALISADES	12	PEPPERWOOD	42	POINT ARGUELLO
33	PACKANGA MINERAL SPG	34	PERKINS	21	POINT BONITA
19	PACOIMA	43	PERMANENTE	37	POINT LOMA
35	PAICINES	33	PERRIS	56	POINT MUGU
37	PALA	41	PESCADERO	21	POINT REYES STATION
04	PALERMO	49	PETALUMA	07	POINT RICHMOND
33	PALM CITY	39	PETERS	21	POINT SAN QUENTIN
19	PALMDALE	12	PETROLIA	27	POINT SUR
33	PALM DESERT	36	PHELAN	09	POLLOCK PINES
19	PALMS	12	PHILLIPSVILLE	09	POMINS
33	PALM SPRINGS	23	PHILO	19	POMONA
43	PALO ALTO	13	PICACHO	15	POND
45	PALO CEDRO	19	PICO	47	PONDOSA
27	PALO COLORADO	19	PICO HEIGHTS	28	POPE VALLEY
01	PALO DEL CAMPO	19	PICO RIVERA	54	POPLAR
27	PALOMA	12	PIDGEON POINT	07	PORT CHICAGO
37	PALOMAR MOUNTAIN	01	PIEDMONT	07	PORT COSTA
05	PALOMA STATION	10	PIEDRA	54	PORTERVILLE
19	PALOS VERDES ESTATES	23	PIERCY	56	PORT HUENEME
19	PALOS VERDES PEN	56	PIERPOINT BAY	32	PORTOLA
13	PALO VERDE	46	PIKE	41	PORTOLA VALLEY
14	PANAMINT CITY	09	PILOT HILL	40	PORT SAN LUIS
14	PANAMINT SPRINGS	14	PINE CREEK	19	PORTUGUESE BEND
35	PANOCHÉ	55	PINECREST		

54	POSEY	18	RED ROCK	55	ROCK RIVER
15	POSO	26	RED'S MEADOW	37	ROCKWELL FIELD
37	POTRERO	24	RED TOP	07	RODEO
23	POTTER VALLEY	12	REDWAY	49	ROHNERT PARK
37	POWAY	01	REDWOOD CANYON	12	ROHNERVILLE
40	POZO	41	REDWOOD CITY	10	ROLINDA
33	PRADO	43	REDWOOD ESTATES	19	ROLLING HILLS
10	PRATHER	41	REDWOOD PARK	19	ROLLING HILLS ESTATE
49	PRESTON	23	REDWOOD VALLEY	07	ROLLINGWOOD
06	PRINCETON	10	REEDLEY	44	ROMAS
52	PROBERTA	42	REFUGIO BEACH	36	ROMOLA
45	PROJECT CITY	17	REIFF	33	ROMOLAND
07	PROSPECT ISLAND	34	REPRESA	50	ROOSEVELT
27	PRUNEDALE	08	REQUA	19	ROOSEVELT CORNER
04	PULGA	09	RESCUE	15	ROSAMOND
15	PUMPKIN CENTER	19	RESEDA	49	ROSELAND
		47	RETREAT	19	ROSEMEAD
33	QUAIL VALLEY	15	REWARD	31	ROSEVILLE
19	QUARTZ HILL	07	RHEEM VALLEY	12	ROSEWOOD
07	QUIMBY ISLAND	36	RIALTO	21	ROSS
32	QUINCY	36	RICE	30	ROSSMOOR
		32	RICH	29	ROUGH AND READY
58	RACKERBY	12	RICHARDSON GROVE	45	ROUND MOUNTAIN
05	RAIL ROAD FLAT	04	RICHARDSON SPR	19	ROWLAND HEIGHTS
18	RAINBOW	32	RICH BAR	09	RUBICON LODGE
27	RAINBOW LODGE	52	RICHFIELD	33	RUBIDOUX
37	RAINBOW VALLEY	54	RICHGROVE	12	RUBY VALLEY
10	RAISIN	07	RICHMOND	57	RUMSEY
37	RAMONA	04	RICHVALE	36	RUNNING SPRINGS
34	RAMONA VILLA	15	RIDGECREST	01	RUSSELL
37	RANCHITA	36	RIMFOREST	53	RUTH
37	RANCHO BERNARDO	37	RINCON	28	RUTHERFORD
33	RANCHO CALIFORNIA	49	RINCON VALLEY	14	RYAN
34	RANCHO CORDOVA	05	RINDGE MINE	12	RYAN SLOUGH
44	RANCHO DELMAR	39	RINDGE TRACT	34	RYDE
37	RANCHO DEL REY	12	RIO DELL	48	RYER ISLAND
37	RANCHO LA COSTA	44	RIO DEL MAR		
33	RANCHO MIRAGE	34	RIO LINDA	34	SACRAMENTO
19	RANCHO PALOS VERDES	49	RIO NIDO	33	SAGE
37	RANCHO SANTA FE	51	RIO OSO	28	SAIN'T HELENA
56	RANCHO SESPE	48	RIO VISTA	43	SAIN'T JAMES PARK
09	RANDALL	33	RIPLEY	07	SAIN'T MARY'S COLLEGE
15	RANDBURG	39	RIPON	50	SALIDA
33	RANNELLS	19	RIVERA	27	SALINAS
18	RAVENDALE	50	RIVERBANK	45	SALT CREEK
19	RAVENNA	10	RIVERDALE	15	SALTDALE
55	RAWHIDE	03	RIVER PINES	36	SALTMARSH
20	RAYMOND	33	RIVERSIDE	33	SALTON
37	REAM FIELD	09	RIVERTON	13	SALTON CITY
28	RECTOR	15	RIVERVIEW	03	SALT SPRINGS
52	RED BLUFF	54	ROADS END	53	SALYER
12	REDCREST	51	ROBBINS	12	SAMOA
45	REDDING	41	ROCKAWAY BEACH	05	SAN ANDREAS
36	REDLANDS	15	ROCKET TEST SITE	21	SAN ANSELMO
36	RED MOUNTAIN	31	ROCKLIN	49	SAN ANTONIO
19	REDONDO BEACH	23	ROCK PORT		(VIA PETALUMA)

36	SAN ANTONIO (VIA UPLAND)	19	SANTA ANITA	20	SHARON
43	SAN ANTONIO (VIA PALO ALTO)	42	SANTA BARBARA	39	SHARPE GENERAL DEPOT
27	SAN ARDO	43	SANTA CLARA	41	SHARP PARK
35	SAN BENITO	42	SANTA CLAUS	45	SHASTA
36	SAN BERNARDINO	44	SANTA CRUZ	45	SHASTA DAM
41	SAN BRUNO	19	SANTA FE SPR	47	SHASTA RETREAT
56	SAN BUENAVENTURA	40	SANTA MARGARITA	10	SHAVER LAKE
41	SAN CARLOS	42	SANTA MARIA	05	SHEEPRANCH
30	SAN CLEMENTE	19	SANTA MONICA	40	SHELL BEACH
37	SAN CLEMENTE ISLAND	24	SANTA NELLA	49	SHELLVILLE
19	SANDBERG	56	SANTA PAULA	12	SHELTER COVE
27	SAND CITY	24	SANTA RITA PARK	31	SHERIDAN
37	SAN DIEGO	49	SANTA ROSA	34	SHERMAN ISLAND
19	SAN DIMAS	21	SANTA VENETIA	19	SHERMAN OAKS
13	SAN FELIPE	42	SANTA YNEZ	09	SHINGLE SPRINGS
19	SAN FERNANDO	37	SANTA YSABEL	45	SHINGLETOWN
19	SAN FERNANDO VALLEY	37	SANTEE	28	SHIPYARD ACRES
38	SAN FRANCISCO	43	SAN TOMAS	12	SHIVELY
19	SAN GABRIEL	37	SAN YSIDRO	01	SHOEMAKER
10	SANGER	43	SARATOGA	07	SHORE ACRES
21	SAN GERONIMO	43	SARGENT	14	SHOSHONE
41	SAN GREGORIO	56	SATICOY	12	SHOWERS PASS
33	SAN JACINTO	46	SATTLEY	10	SIERRA
10	SAN JOAQUIN	19	SAUGUS	46	SIERRA CITY
43	SAN JOSE	21	SAUSALITO	19	SIERRA MADRE
35	SAN JUAN BAUTISTA	19	SAWTELLE	14	SIERRA PACIFIC
30	SAN JUAN CAPISTRANO	47	SAWYERS BAR	46	SIERRAVILLE
01	SAN LEANDRO	46	SCALES	19	SIGNAL HILL
01	SAN LORENZO	50	SCENIC CENTER	30	SILVERADO
44	SAN LORENZO PARK	56	SCHEIDECK	26	SILVERADO MINE
01	SAN LORENZO VILLAGE	12	SCOTIA	09	SILVER FORK
27	SAN LUCAS	47	SCOTT BARR	03	SILVER LAKE
40	SAN LUIS OBISPO	44	SCOTTS VALLEY	56	SIMI VALLEY
37	SAN LUIS REY	14	SCOTTY'S CASTLE	40	SIMMLER
37	SAN LUIS REY DOWNS	44	SEABRIGHT	19	SIMONS
37	SAN MARCOS	30	SEAL BEACH	42	SISQUOC
19	SAN MARINO	36	SEARLES STATION	06	SITES
43	SAN MARTIN	27	SEASIDE	49	SKAGGS ISLAND
41	SAN MATEO	49	SEA WOLF	49	SKAGGS SPRINGS
41	SAN MATEO PARK	49	SEBASTOPOL	12	SKELLY
40	SAN MIGUEL	33	SEDCO	36	SKYFOREST
56	SAN NICHOLAS ISLAND	13	SEELEY	41	SKY LONDA
37	SAN ONOFRE	47	SEIAD VALLEY	33	SKY VALLEY
07	SAN PABLO	17	SEIGLER SPRINGS	49	SLEEPY HOLLOW (VIA PETALUMA)
19	SAN PEDRO	07	SELBY	36	SLEEPY HOLLOW (VIA CHINO)
21	SAN QUENTIN	10	SELMA	32	SLOAT
21	SAN RAFAEL	19	SEMINOLE HOT SPR	34	SLOUGHHOUSE
07	SAN RAMON	32	SENECA	58	SMARTVILLE
01	SAN RAMON VILLAGE	19	SEPULVEDA	36	SMILEY PARK
42	SAN ROQUE	54	SEQUOIA NATIONAL PK	09	SMITHFLAT
40	SAN SIMEON	42	SERENA	08	SMITH RIVER
30	SANTA ANA	56	SESPE	33	SMOKE TREE
30	SANTA HEIGHTS	54	SEVILLE	24	SNELLING
		15	SHAFTER		
		40	SHANDON		

33	SOBODA HOT SPR	33	STODARD	09	TAHOE KEYES
17	SODA BAY	27	STONE CANYON	09	TAHOE PARADISE
29	SODA SPRINGS	19	STONEHURST	31	TAHOE PINES
37	SOLANA BEACH	15	STONY BROOK RETREAT	09	TAHOE VALLEY
27	SOLEDAD	06	STONYFORD	31	TAHOE VISTA
56	SOLROMAR	32	STORRIE	31	TAHOMA
42	SOLVANG	16	STRATFORD	23	TALMAGE
09	SOMERSET	54	STRATHMORE	21	TAMAL
47	SOMESBAR	25	STRAW	57	TANCRED
56	SOMIS	09	STRAWBERRY	19	TARZANA
49	SONOMA		(VIA PACIFIC HOUSE)	07	TASSAJARA
55	SONORA	55	STRAWBERRY	27	TASSAJARA HOT SPR
44	SOQUEL	58	STRAWBERRY VALLEY	32	TAYLORSVILLE
37	SORRENTO	25	STRONGHOLD	29	TAYLORSVILLE
55	SOULSBYVILLE	19	STUDIO CITY		(VIA GRASS VALLEY)
19	SOUTH GATE	36	SUGARLOAF	37	TECATE
30	SOUTH LAGUNA	20	SUGAR PINE	47	TENCOR
09	SOUTH LAKE TAHOE	48	SUISUN CITY	14	TECOPA
01	SOUTHLAND	54	SULTANA	15	TEHACHAPI
41	SOUTH SAN FRANCISCO	42	SUMMERLAND	52	TEHAMA
19	SOUTH SHORES	36	SUMMIT	21	TALMAT
19	SPADRA	33	SUN CITY	33	TEMECULA
32	SPANISH CREEK	30	SUNKIST	01	TEMESCAL
28	SPANISH FLAT	19	SUNLAND	19	TEMPLE CITY
04	SPANISH RANCH	30	SUNNY HILLS	40	TEMPLETON
19	SPARR HEIGHTS	33	SUNNYMEAD	47	TENNANT
33	SPARRLAND	37	SUNNYSIDE	36	TEN OAKS
29	SPENCEVILLE	43	SUNNYVALE	19	TERMINAL ISLAND
27	SPRECKELS	01	SUNOL	39	TERMINOUS
47	SPRING FLAT	30	SUNSET BEACH	18	TERMO
32	SPRING GARDEN	37	SUNSET CLIFFS	54	TERRA BELLA
48	SPRINGSTOWNE	31	SUNSET-WHITNEY RANCH	33	TERRA COTA
37	SPRING VALLEY	19	SUNSHINE	21	TERRA LINDA
54	SPRINGVILLE	19	SUN VALLEY	01	TESLA PORTAL
30	SPURGEON	19	SUN VILLAGE	49	THE GEYSERS
23	SPYROCK	42	SURF	55	THE PINES
10	SQUAW VALLEY	30	SURFSIDE	33	THERMAL
18	STACY	56	SUSANA KNOLLS	49	THE SEA RANCH
28	STAGS LEAP	18	SUSANVILLE	39	THORNTON
55	STANDARD	51	SUTTER	56	THOUSAND OAKS
18	STANDISH	03	SUTTER CREEK	33	THOUSAND PALMS
43	STANFORD	03	SUTTER HILL	54	THREE RIVERS
41	STANFORD VILLAGE	44	SWANTON	21	TIBURON
55	STANISLAUS	19	SWARTOUT	37	TIERRA DEL SOL
30	STANTON	26	SWEETWATER	03	TIGER MILL
09	STATELINE	36	SWITZERLAND	25	TIONESTA
56	STAUFFER	06	SYCAMORE	54	TIPTON
28	STEELE PARK	40	SYCAMORE SPRINGS	32	TOBIN
25	STEELE SWAMP	19	SYLMAR	10	TOLLHOUSE
07	STEGE	55	SYLVAN LODGE	19	TOLUCA LAKE
24	STEVINSON	19	SYLVIA PARK	21	TOMALES
49	STEWARTS POINT			26	TOM'S PLACE
21	STINSON BEACH	32	TABLE ROCK	19	TOPANGA
04	STIRLING CITY	15	TAFT	19	TOPANGA CANYON
15	STOCKDALE	54	TAGUS RANCH	26	TOPAZ
39	STOCKTON	31	TAHOE CITY	07	TORMEY

24	TORNEADA	17	UPPER LAKE	33	VISTA GRANDE
19	TORRANCE	12	UPPER MATTOLE		(VIA BANNING)
37	TORREY PINES	17	UPPER VALLEY	41	VISTA GRANDE
45	TOYON	22	USONA		(VIA DALY CITY)
30	TRABUCO CANYON	33	UTOPIA	37	VISTA LA MESA
39	TRACY			15	VISTA PARK
10	TRANQUILLITY	49	VACATION	03	VOLCANO
54	TRAVER	48	VACAVILLE	09	VOLCANOVILLE
48	TRAVIS AFB	19	VALENCIA	24	VOLTA
38	TREASURE ISLAND	19	VALINDA	34	VORDEN
35	TRES PINOS	05	VALLECITO	19	VULTEE FIELD
30	TRI-CITY	48	VALLEJO		
20	TRIGO	33	VALLE VISTA	12	WADDINGTON
10	TRIMMER	37	VALLEY CENTER	47	WALKER
12	TRINIDAD	19	VALLEYDALE	32	WALKERMINE
49	TRINITI	49	VALLEY FORD	15	WALKER'S BASIN
53	TRINITY ALPS	50	VALLEY HOME	12	WALKER'S POINT
53	TRINITY CENTER	05	VALLEY SPRINGS	05	WALLACE
56	TRIUMFO	36	VALLEY WELLS	19	WALNUT
36	TRONA		(VIA NIPTON)	07	WALNUT CREEK
51	TROWBRIDGE	14	VALLEY WELLS	34	WALNUT GROVE
29	TRUCKEE		(VIA TRONA)	19	WALNUT PARK
51	TUDOR	33	VAL VERDE	19	WALTERIA
19	TUJUNGA	19	VAL VERDE PARK	01	WARM SPRINGS
54	TULARE	19	VALYERMO	37	WARNER SPRINGS
47	TULELAKE	42	VANDENBERG AFB	23	WARREN CREEK
55	TUOLUMNE	12	VAN DUZEN	15	WASCO
55	TUOLUMNE MEADOWS	19	VAN NUYS	29	WASHINGTON
15	TUPMAN	49	VENADO	42	WASIOJA
50	TURLOCK	19	VENICE	50	WATERFORD
32	TURNTABLE	39	VENICE ISLAND	03	WATERMAN
30	TUSTIN	42	VENTUCOPA		(VIA IONE)
39	TUXEDO PARK	56	VENTURA	36	WATERMAN
24	T V BELL	19	VERDUGO CITY		(VIA SAN BERNARDINO)
32	TWAIN	19	VERDUGO VIEJO	36	WATERMAN CANYON
55	TWAIN HARTE	39	VERNALIS	36	WATERMAN GARDENS
19	TWEEDY	19	VERNON	44	WATSONVILLE
36	TWENTYNINE PALMS	51	VERONA	54	WAUKENA
09	TWIN BRIDGES	28	VETERANS HOME	22	WAWONA
44	TWIN LAKES	23	VICHY SPRINGS	10	WEAVER CAMP
15	TWIN OAKS	39	VICTOR	53	WEAVERVILLE
36	TWIN PEAKS	39	VICTORIA ISLAND	47	WEED
34	TWITCHELL ISLAND	36	VICTORVILLE	15	WEEDPATCH
49	TWO ROCK	19	VICTORY PARK	31	WEIMAR
29	TYLER	36	VIDAL	12	WEITCHPEC
		49	VILLA GRANDE	15	WELDON
23	UKIAH	30	VILLA PARK	18	WENDEL
01	UNION CITY	52	VINA	23	WENDLING
39	UNION ISLAND	49	VINEBURG	45	WENGLER
19	UNIVERSAL CITY	56	VINEYARD ACRES	09	WENTWORTH SPRINGS
19	UNIVERSITY CITY	32	VINTON	12	WEOTT
37	UNIVERSITY CITY	45	VIOLA	57	WEST ACRES
	(VIA SAN DIEGO)	32	VIRGILIA	51	WEST BUTTE
19	UNIVERSITY PARK	54	VISALIA	19	WESTCHESTER
36	UPLAND	37	VISTA	36	WESTEND

57	WESTGATE	49	WINDSOR
12	WESTHAVEN	18	WINNETKA
16	WESTHAVEN (VIA HANFORD)	13	WINTERHAVEN
19	WESTHILLS	07	WINTER ISLAND
19	WEST HOLLYWOOD	57	WINTERS
41	WESTLAKE	45	WINTHROP
56	WESTLAKE VILLAGE	24	WINTON
50	WESTLEY	20	WISHON
19	WEST LOS ANGELES	37	WITCH CREEK
30	WESTMINSTER	17	WITTER SPRINGS
13	WESTMORLAND	15	WOFFORD HEIGHTS
05	WEST POINT	29	WOLF
23	WESTPORT	32	WONDERLAND
57	WEST SACRAMENTO	21	WOODACRE
31	WESTVILLE	39	WOODBIDGE
18	WESTWOOD	33	WOODCREST
19	WESTWOOD (VIA LOS ANGELES)	28	WOODEN VALLEY
58	WHEATLAND	02	WOODFORDS
36	WHEATON SPRINGS	41	WOODHAVEN
56	WHEELER CANYON	54	WOODLAKE
15	WHEELER RIDGE	57	WOODLAND
56	WHEELER SPRINGS	19	WOODLAND HILLS
36	WHIPPLE	58	WOODLEAF
45	WHISKEYTOWN	41	WOODSIDE
17	WHISPERING PINES	54	WOODVILLE
19	WHITEOAK LODGE	15	WOODY
05	WHITE PINES	36	WRIGHTWOOD
54	WHITE RIVER	19	WYVERNWOOD
12	WHITEHORN	12	YAGER
33	WHITE WATER	31	YANKEE JIMS
12	WHITLOW	48	YARD BARRACKS
45	WHITMORE	45	YDALPOM
19	WHITTIER	38	YERBA BUENA ISLAND
13	WIEST	36	YERMO
06	WILBUR SPRINGS	54	YETTEM
36	WILD	57	YOLO
33	WILDOMAR	19	YORBA
45	WILDWOOD	30	YORBA LINDA
06	WILLIAMS	23	YORKVILLE
23	WILLITS	22	YOSEMITE LODGE
19	WILLOW BROOK	22	YOSEMITE NATIONAL PARK
12	WILLOW CREEK	29	YOU BET
43	WILLOW GLEN	28	YOUNTVILLE
25	WILLOW RANCH	47	YREKA
11	WILLOWS	51	YUBA CITY
29	WILLOW VALLEY	36	YUCAIPA
19	WILMAR	36	YUCCA GROVE
19	WILMINGTON	36	YUCCA VALLEY
19	WILMOT	57	ZAMORA
05	WILSEYVILLE	44	ZAYANTE
19	WILSONA	53	ZENIA
34	WILTON		
33	WINCHESTER		







## VI.C DISPOSITION CODES AND DEFINITIONS

Complaint dispositions other than those effected by law enforcement agencies fall into three (3) basic categories, with subcategories which further describe specific events.

### A. COMPLAINT RESOLVED:

The consumer is satisfied and all parties agree to the method of resolution.

#### 1. Refund/Reduced Amount/No Payment Required

A cash or credit refund is made in an amount acceptable to the complainant; the outstanding balance is reduced; or the complainant does not have to pay anything at all or make any further payments.

#### 2. Exchange

A product or service, acceptable to the complainant, is substituted by the respondent.

#### 3. Services Performed/Goods Delivered

A service is performed in an acceptable manner; a service previously performed in an inferior or unacceptable manner is satisfactorily corrected; or a product ordered by the complainant is received under acceptable terms.

#### 4. Contract Cancelled

A contract is completely voided (unwinding).

#### 5. Goods Returned

Goods placed in the custody of the respondent are returned to the complainant.

#### 6. Information or Assistance Provided

A complainant is assisted in satisfactorily resolving his own complaint, after it has been determined that that method will be more successful.

#### 7. Other

Includes voluntary withdrawal of a complaint, by the complainant, for any reason.

This subcategory can also be used by law enforcement agencies to record individual resolutions for multiple complaints included in a single court action; i.e., if six complaints are included in one court action, that action can only be applied to one of them. "Complaint Resolved-Other" can be entered on the remaining five to indicate that they are part of a successful court action.

B. COMPLAINT NOT RESOLVED:

Attempts to resolve the complaint are unsuccessful and/or the complainant is not satisfied.

1. No Offer Made

The respondent refuses to offer a settlement or will not respond to inquiries, and the agency has no other means with which to effect a settlement.

2. Offer Made and Refused

The respondent agrees to provide some remedy, but the complainant will not accept the offer. This subcategory should be used regardless of the complainant's reasons for non-acceptance or the reasonableness of the offer.

3. Cannot Locate Parties

The location of the respondent and/or complainant is unknown and cannot be determined.

4. Complaint Invalid

After receipt and initial analysis or investigation of the complaint, it is determined that it lacks sufficient merit as a bona-fide allegation of an unfair, deceptive or illegal business practice.

5. Complaint Unsubstantiated

The documents, witnesses or other factors pertinent to the case are illegible, unavailable, unreliable or otherwise unacceptable for use in investigating and mediating the complaint.

6. Not Established

Do not input to this category until further notice.

7. Other

Includes complaints for which no remedy can be found and which do not fit into one of the above subcategories.

This subcategory can also be used by law enforcement agencies to record individual resolutions for multiple complaints included in a single court action; i.e., if six complaints are included in one court action, that action can only be applied to one of them. "Complaint Not Resolved-Other" can be entered on the remaining five to indicate that they are part of an unsuccessful court action.

C. CONSUMER ADVISED TO:

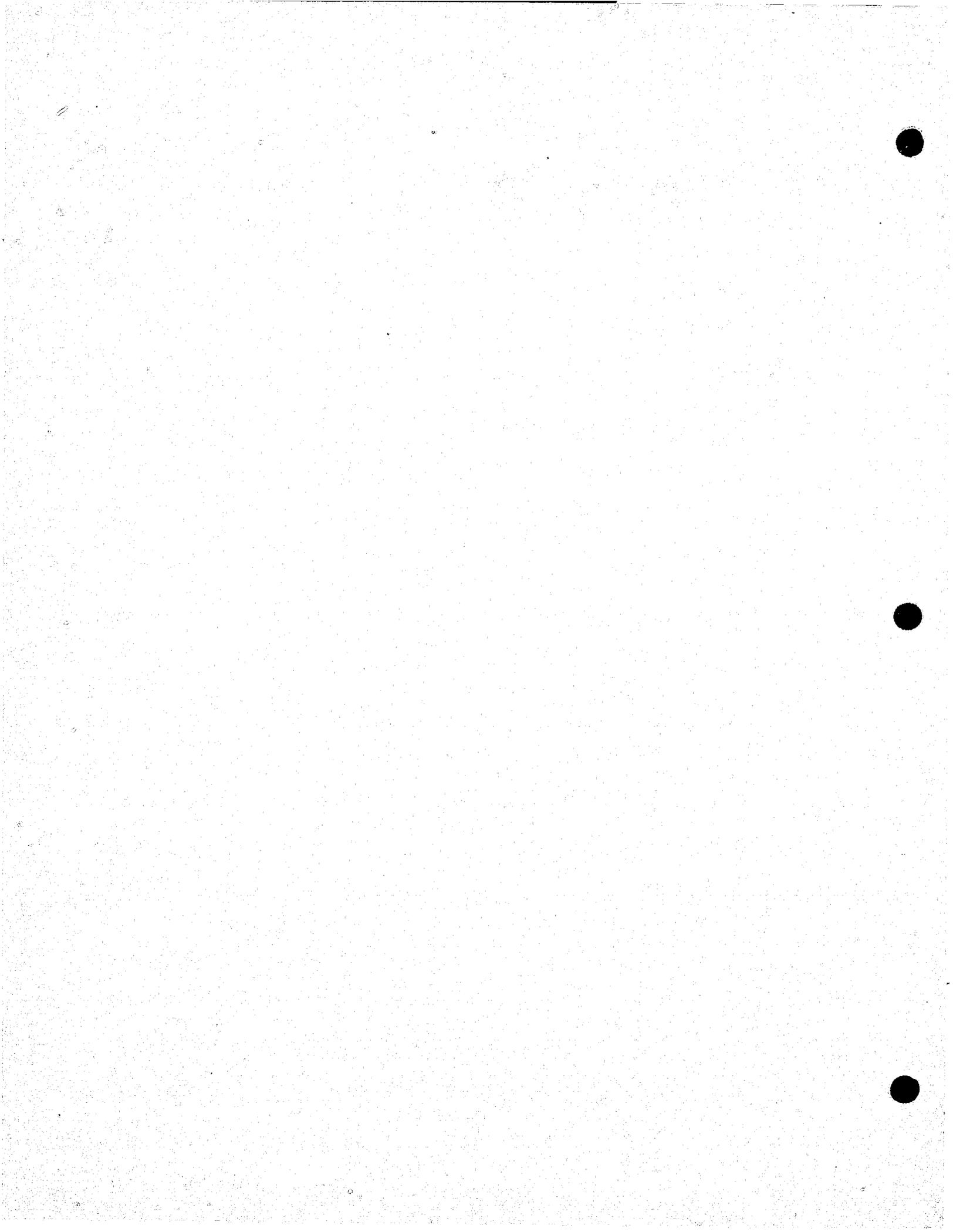
The complainant is directed to consult legal counsel or utilize the court system in his own behalf.

1. Pursue Action With Private Attorney

The complaint involves a matter which requires legal advisement or representation beyond the capability or capacity of the agency. Partial or complete investigation/mediation may have occurred prior to making this determination.

2. Pursue Action Via Small Claims Court

The complaint is judged to be best resolved by the complainant via the civil process. Partial or complete investigation/mediation may have occurred prior to making this determination.





## VI.D STANDARDIZED LIST OF RESPONDENT NAMES

This is a statewide listing of established primary and secondary (aliases, dbas, etc) respondent names. It is prepared monthly as a regular update to your user's manual, and will be forwarded automatically to each user agency.

The purpose of this listing is to assist you in entering respondent names correctly; i.e., titles, spelling, spacing, etc. Primary names are those which have been established as the main names for particular respondents. You do not have to input the primary name if it is not applicable to your agency. If the complaint you receive is filed in another name, and the respondent is known locally by that name, you may use it in the "Respondent Name" category of the data form.

Other known names are those by which a respondent also does or has done business. You should make every effort to input other known names into the system. However if an other known name already appears on this listing, and is tied to the same primary name as your respondent, you do not have to enter that other known name.

### EXAMPLE:

You have received and are entering a complaint against Harry's Automotive. You are aware that this company also does business as Harry's Quick Repairs. You check your latest "Agency Complaint Listing" and find that you do not have anything in the file regarding either company. You then check this listing and discover the following:

#### 'Standardized List of Respondent Names'

Name	License
H&R Automotive	C963512
Other Known Names	Harrys Automotive H&R Brakes
	Harrys Quick Repairs Roberts Transmission

Since your complaint is in the name of Harry's Automotive, that is the name you would enter in category #905-Respondent Name on the Original Data Form. Since 'Harry's Quick Repairs' has already been established as an other known name, you do not have to enter it.

If you have an other known name which is not on your Agency Complaint Listing or on this list, enter the name in category #915 on the Original Data Form.

Always check this listing in addition to your Agency Complaint Listing if you are uncertain as to the correct business or individual name. If it does not appear in either report, check your local telephone directory.

RUN DATE: 10/31/77

COOPERATIVE CONSUMER PROTECTION PROGRAM

PAGE: 1  
PROGRAM: CACP30

STANDARDIZED LIST OF RESPONDENT NAMES

NAME	LICENSE	
ALTONS AUTO SALES AND SERVICE OTHER KNOWN NAMES	C963512 BOB ALTONS INC CENTURY AUTO SALES ROBERT L ALTON CORP	SMILIN BOB ALTONS QUALITY USED CARS THOMAS R SMITH CO
BOB ALTONS INC	SEE ALTONS AUTO SALES AND SERVICE	
CENTURY AUTO SALES	SEE ALTONS AUTO SALES AND SERVICE	
DRAKES MAGAZINES OTHER KNOWN NAMES	RALPH B DRAKE INC	
FRANK R WADE	SEE WADES TRANSMISSION REPAIR	
FRANKS HOME MAGAZINE SALES OTHER KNOWN NAMES	MASTER MAGAZINE SALES	
MASTER MAGAZINE SALES	SEE FRANKS HOME MAGAZINE SALES	
RALPH B DRAKE INC	SEE DRAKES MAGAZINES	
ROBERT L ALTON CORP	SEE ALTONS AUTO SALES AND SERVICE	
SMILIN BOB ALTONS QUALITY USED CARS	SEE ALTONS AUTO SALES AND SERVICE	
THOMAS R SMITH CO	SEE ALTONS AUTO SALES AND SERVICE	
UNICORN REALTY		
WADES TRANSMISSION REPAIR OTHER KNOWN NAMES	FRANK R WADE	

SAMPLE



## VI.E STATUTE/RULE CODE ABBREVIATIONS

<u>ABB</u>	<u>CODE</u>	<u>ABB</u>	<u>CODE</u>
AC	ADMINISTRATIVE	HS	HEALTH AND SAFETY
AG	AGRICULTURAL	IC	INSURANCE
BP	BUSINESS AND PROFESSIONS	LC	LABOR
CC	CIVIL	MV	MILITARY AND VETERANS
CP	CIVIL PROCEDURE	PC	PENAL
CM	COMMERCIAL	PB	PROBATE
CO	CORPORATIONS	PR	PUBLIC RESOURCES
ED	EDUCATION	PU	PUBLIC UTILITIES
EL	ELECTIONS	RT	REVENUE AND TAXATION
EV	EVIDENCE	SH	STREETS AND HIGHWAYS
FC	FINANCIAL	UI	UNEMPLOYMENT INSURANCE
FG	FISH AND GAME	VC	VEHICLE
GC	GOVERNMENT	WC	WATER
HN	HARBORS AND NAVIGATION	WI	WELFARE AND INSTITUTIONS

**V.I.F. User Agency Codes  
and Contacts**

VI.F USER AGENCY CODES AND CONTACTS

<u>CODE</u>	<u>AGENCY</u>	<u>CONTACT</u>	<u>TELEPHONE NUMBER</u>
101	ALAMEDA DA	AGUZIN	(415) 874-6510
001	ATTORNEY GENERAL CF	DRINKWATER	(916) 322-3360
377	AUTOMOTIVE REPAIR RA	NELSON	(916) 322-2880
331	COLL. & INVESTIGATIVE RA	BROMAGEM	(916) 920-6424
394	DCA COMPLAINT MEDIATION RA	CAPELLAS	(916) 445-0660
107	CONTRA COSTA DA	BLASIER	(415) 231-3511
313	CONTRACTORS RA	MEARS	(916) 322-7493
321	FUNERAL DIRECTORS RA	HUDDLE	(916) 445-2413
119	LOS ANGELES DA	D'VIRGILIO	(213) 974-3981
361	REPAIR SERVICES RA	MARTIN	(916) 445-4751
234	SACRAMENTO CPA	BLESSETT	(916) 440-7732
134	SACRAMENTO DA	ROBINSON	(916) 440-6823
137	SAN DIEGO DA	SLAUGH	(714) 236-2474
238	SAN FRANCISCO CPA	BJORKLAND	(415) 553-1821
138	SAN FRANCISCO DA	BALL	(415) 553-1821
141	SAN MATEO DA	FURNISS	(415) 364-5600
143	SANTA CLARA DA	RODRIGUEZ	(408) 275-9651 EXT. 223
244	SANTA CRUZ CPA	MABIE	(408) 425-2054



VI.G NON-USER AGENCIES AND CODES

002	ATTORNEY GENERAL (PVL)
100-199	DISTRICT ATTORNEYS (DA)
200-258	COUNTY CONSUMER PROTECTION AGENCIES (CPA)
259-299	CITY CONSUMER PROTECTION AGENCIES (CCPA)
300-399	STATE REGULATORY AGENCIES (RA)
400-449	FEDERAL AGENCIES (FA)
450-499	COUNTY AGENCIES - OTHER
500-599	CITY ATTORNEYS (CA)
600-699	POLICE (PD)
700-799	SHERIFFS (SD)
800-899	PRIVATE AGENCIES (PA)
900-956	OUT-OF-STATE REFERRALS/TRANSFERS

VI.G NON-USER AGENCIES AND CODES

DISTRICT ATTORNEYS (DA)

<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>
102	ALPINE	121	MARIN	142	SANTA BARBARA
103	AMADOR	122	MARIPOSA	144	SANTA CRUZ
104	BUTTE	123	MENDOCINO	145	SHASTA
105	CALAVERAS	124	MERCED	146	SIERRA
106	COLUSA	125	MODOC	147	SISKIYOU
108	DEL NORTE	126	MONO	148	SOLANO
109	EL DORADO	127	MONTEREY	149	SONOMA
110	FRESNO	128	NAPA	150	STANISLAUS
111	GLENN	129	NEVADA	151	SUTTER
112	HUMBOLDT	130	ORANGE	152	TEHAMA
113	IMPERIAL	131	PLACER	153	TRINITY
114	INYO	132	PLUMAS	154	TULARE
115	KERN	133	RIVERSIDE	155	TUOLUMNE
116	KINGS	135	SAN BENITO	156	VENTURA
117	LAKE	136	SAN BERNARDINO	157	YOLO
118	LASSEN	139	SAN JOAQUIN	158	YUBA
120	MADERA	140	SAN LUIS OBISPO		

VI.G NON-USER AGENCIES AND CODES

COUNTY CONSUMER PROTECTION AGENCIES (CPA)

<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>
201	ALAMEDA	220	MADERA	241	SAN MATEO
202	ALPINE	221	MARIN	242	SANTA BARBARA
203	AMADOR	222	MARIPOSA	243	SANTA CLARA
204	BUTTE	223	MENDOCINO	245	SHASTA
205	CALAVERAS	224	MERCED	246	SIERRA
206	COLUSA	225	MODOC	247	SISKIYOU
207	CONTRA COSTA	226	MONO	248	SOLANO
208	DEL NORTE	227	MONTEREY	249	SONOMA
209	EL DORADO	228	NAPA	250	STANISLAUS
210	FRESNO	229	NEVADA	251	SUTTER
211	GLENN	230	ORANGE	252	TEHAMA
212	HUMBOLDT	231	PLACER	253	TRINITY
213	IMPERIAL	232	PLUMAS	254	TULARE
214	INYO	233	RIVERSIDE	255	TUOLUMNE
215	KERN	235	SAN BENITO	256	VENTURA
216	KINGS	236	SAN BERNARDINO	257	YOLO
217	LAKE	237	SAN DIEGO	258	YUBA
218	LASSEN	239	SAN JOAQUIN		
219	LOS ANGELES	240	SAN LUIS OBISPO		

VI.G NON-USER AGENCIES AND CODES

CITY CONSUMER PROTECTION AGENCIES (CCPA)

<u>CODE</u>	<u>AGENCY</u>
259	CERRITOS
260	CHICO
261	DAVIS
262	LA MIRADA
263	LONG BEACH
264	MERCED
266	PALM SPRINGS
267	SAN DIEGO
268	SAN LUIS OBISPO
269	SAN PEDRO
270	SANTA MONICA
271	SIMI VALLEY

VI.G NON-USER AGENCIES AND CODES

STATE REGULATORY AGENCIES (RA)

<u>CODE</u>	<u>AGENCY</u>
311	ACCOUNTANCY
379	AGRICULTURAL LABOR RELATIONS
380	AIR RESOURCES
381	ALCOHOLIC BEVERAGE CONTROL
319	ARCHITECTURAL EXAMINERS
347	ATHLETIC COMMISSION
382	BANKING
335	BARBER EXAMINERS
337	BEHAVIORAL SCIENCE EXAMINERS
327	CEMETERY
309	CHIROPRACTIC EXAMINERS
320	CONSUMER AFFAIRS DEPT. (ALL OTHERS)
384	CORPORATIONS
303	COSMOTOLOGY
333	DENTAL EXAMINERS
385	EDUCATION - SCHOOL APPROVALS
367	EMPLOYMENT AGENCIES
301	ENGINEERS, REGISTRATION FOR PROFESSIONAL
304	EQUALIZATION
305	FABRIC CARE
386	FOOD AND AGRICULTURE
369	GEOLOGISTS AND GEOPHYSICISTS

STATE REGULATORY AGENCIES (RA)

<u>CODE</u>	<u>AGENCY</u>
349	GUIDE DOGS FOR THE BLIND
387	HEALTH
388	HIGHWAY PATROL
329	HOME FURNISHINGS
389	HORSE RACING
360	INDUSTRIAL RELATIONS
390	INSURANCE
323	LANDSCAPE ARCHITECTS
307	MEDICAL QUALITY ASSURANCE (BMQA)
310	ACUPUNCTURE ADVISORY COMMITTEE - BMQA
375	HEARING AID DISPENSERS EXAMINING COMMITTEE - BMQA
308	OPTICIANS, REGISTERED DISPENSING - BMQA
306	PHYSICAL THERAPY EXAMINING COMMITTEE - BMQA
314	PHYSICIANS ASSISTANTS EXAMINING COMMITTEE - BMQA
316	PODIATRY EXAMINING COMMITTEE - BMQA
318	PSYCHOLOGY EXAMINING COMMITTEE - BMQA
376	SPEECH PATHOLOGY & AUDIOLOGY EXAMINING COMM. - BMQA
370	MOBILE HOME COMPLAINT CENTER (DMV-HOUSING & URBAN)
392	MOTOR VEHICLES
393	NAVIGATION AND OCEAN DEVELOPMENT
395	NEW MOTOR VEHICLES
372	NURSES REGISTRY
339	OPTOMETRY
357	OSTEOPATHIC EXAMINERS
317	PHARMACY

STATE REGULATORY AGENCIES (RA)

<u>CODE</u>	<u>AGENCY</u>
351	PILOT COMMISSIONERS
396	PUBLIC UTILITIES COMMISSION
397	REAL ESTATE
315	REGISTERED NURSING
398	SAVINGS AND LOANS
341	SHORTHAND REPORTERS, CERTIFIED
302	STATE BAR ASSOCIATION
399	STATE LANDS COMMISSION
343	STRUCTURAL PEST CONTROL
391	TAX PREPARERS
383	TEACHER PREPARATION AND LICENSING COMMITTEE
312	VETERANS AFFAIRS
325	VETERINARY MEDICINE, EXAMINERS IN
326	ANIMAL HEALTH TECHNICIANS EXAMINING COMMITTEE
355	VOCATIONAL NURSE AND PSYCHIATRIC TECHNICIAN

VI.G NON-USER AGENCIES AND CODES

FEDERAL AGENCIES (FA)

<u>CODE</u>	<u>AGENCY</u>
401	CONSUMER PRODUCT SAFETY COMMISSION
402	EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
403	ENVIRONMENTAL PROTECTION AGENCY
404	FEDERAL COMMUNICATIONS COMMISSION
405	FEDERAL TRADE COMMISSION
406	HEALTH, EDUCATION AND WELFARE
407	HOUSING AND URBAN DEVELOPMENT
413	INTERSTATE COMMERCE COMMISSION
408	LABOR, DEPARTMENT OF
409	NATIONAL BANK EXAMINERS
414	NATIONAL HIGHWAY TRAFFIC SAFETY
410	NUCLEAR REGULATORY COMMISSION
411	POSTAL SERVICE, U.S.
412	TRANSPORTATION, DEPARTMENT OF

VI.G NON-USER AGENCIES AND CODES

COUNTY AGENCIES - OTHER

<u>CODE</u>	<u>AGENCY</u>
451	AGRICULTURE
464	HEALTH
468	PROBATION
470	PUBLIC WORKS
480	TAX ASSESSOR
494	WEIGHTS AND MEASURES

## VI.G NON-USER AGENCIES AND CODES

CITY ATTORNEYS (CA)

<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>
501	ALAMEDA	535	JACKSON	567	SAN MATEO
502	ALHAMBRA	536	LONG BEACH	568	SAN PABLO
506	BERKELEY	538	LOS ANGELES	570	SANTA ANA
508	BUENA PARK	539	MODESTO	571	SANTA BARBARA
509	BURBANK	542	NEWPORT BEACH	572	SANTA CLARA
510	CARSON	544	OAKLAND	573	SANTA CRUZ
512	CHULA VISTA	545	OCEANSIDE	574	SANTA MONICA
513	COMPTON	546	ONTARIO	575	SANTA ROSA
514	CONCORD	547	ORANGE	577	SIMI VALLEY
515	COSTA MESA	548	OXNARD	578	SOUTH GATE
516	DALY CITY	550	PASADENA	580	STOCKTON
518	DOWNEY	552	POMONA	582	SUNNYVALE
519	EL CAJON	554	REDONDO BEACH	584	TORRANCE
521	EL MONTE	555	RICHMOND	586	VALLEJO
522	FAIRFIELD	556	RIVERSIDE	587	VENTURA
524	FREMONT	559	SACRAMENTO	589	WEST COVINA
525	FRESNO	560	SALINAS	590	WESTMINISTER
526	FULLERTON	561	SAN BERNARDINO	592	WHITTIER
527	GARDEN GROVE	562	SAN DIEGO	593	WILLOWS
528	GLENDALE	563	SAN FRANCISCO	595	WOODLAND
530	HAYWARD	564	SAN JOSE	597	YREKA
532	HUNTINGTON BEACH	565	SAN LEANDRO	598	YUBA CITY
533	INGLEWOOD	566	SAN LUIS OBISPO		

## VI.G NON-USER AGENCIES AND CODES

POLICE (PD)

<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>
601	ALAMEDA	636	LONG BEACH	670	SANTA ANA
602	ALHAMBRA	638	LOS ANGELES	671	SANTA BARBARA
606	BERKELEY	639	MODESTO	672	SANTA CLARA
608	BUENA PARK	642	NEWPORT BEACH	673	SANTA CRUZ
609	BURBANK	644	OAKLAND	674	SANTA MONICA
610	CARSON	645	OCEANSIDE	675	SANTA ROSA
612	CHULA VISTA	646	ONTARIO	677	SIMI VALLEY
613	COMPTON	647	ORANGE	678	SOUTH GATE
614	CONCORD	648	OXNARD	680	STOCKTON
615	COSTA MESA	650	PASADENA	682	SUNNYVALE
616	DALY CITY	652	POMONA	684	TORRANCE
618	DOWNEY	654	REDONDO BEACH	686	VALLEJO
619	EL CAJON	655	RICHMOND	687	VENTURA
621	EL MONTE	656	RIVERSIDE	688	WALNUT CREEK
622	FAIRFIELD	659	SACRAMENTO	689	WEST COVINA
624	FREMONT	660	SALINAS	690	WESTMINISTER
625	FRESNO	661	SAN BERNARDINO	692	WHITTIER
626	FULLERTON	662	SAN DIEGO	693	WILLOWS
627	GARDEN GROVE	663	SAN FRANCISCO	695	WOODLAND
628	GLENDALE	664	SAN JOSE	697	YREKA
630	HAYWARD	665	SAN LEANDRO	698	YUBA CITY
632	HUNTINGTON BEACH	666	SAN LUIS OBISPO		
633	INGLEWOOD	667	SAN MATEO		
635	JACKSON	668	SAN PABLO		

VI.G NON-USER AGENCIES AND CODES

SHERIFFS (SD)

<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>	<u>CODE</u>	<u>AGENCY</u>
701	ALAMEDA	721	MARIN	741	SAN MATEO
702	ALPINE	722	MARIPOSA	742	SANTA BARBARA
703	AMADOR	723	MENDOCINO	743	SANTA CLARA
704	BUTTE	724	MERCED	744	SANTA CRUZ
705	CALAVERAS	725	MODOC	745	SHASTA
706	COLUSA	726	MONO	746	SIERRA
707	CONTRA COSTA	727	MONTEREY	747	SISKIYOU
708	DEL NORTE	728	NAPA	748	SOLANO
709	EL DORADO	729	NEVADA	749	SONOMA
710	FRESNO	730	ORANGE	750	STANISLAUS
711	GLENN	731	PLACER	751	SUTTER
712	HUMBOLDT	732	PLUMAS	752	TEHAMA
713	IMPERIAL	733	RIVERSIDE	753	TRINITY
714	INYO	734	SACRAMENTO	754	TULARE
715	KERN	735	SAN BENITO	755	TUOLUMNE
716	KINGS	736	SAN BERNARDINO	756	VENTURA
717	LAKE	737	SAN DIEGO	757	YOLO
718	LASSEN	738	SAN FRANCISCO	758	YUBA
719	LOS ANGELES	739	SAN JOAQUIN		
720	MADERA	740	SAN LUIS OBISPO		

VI.G NON-USER AGENCIES AND CODES

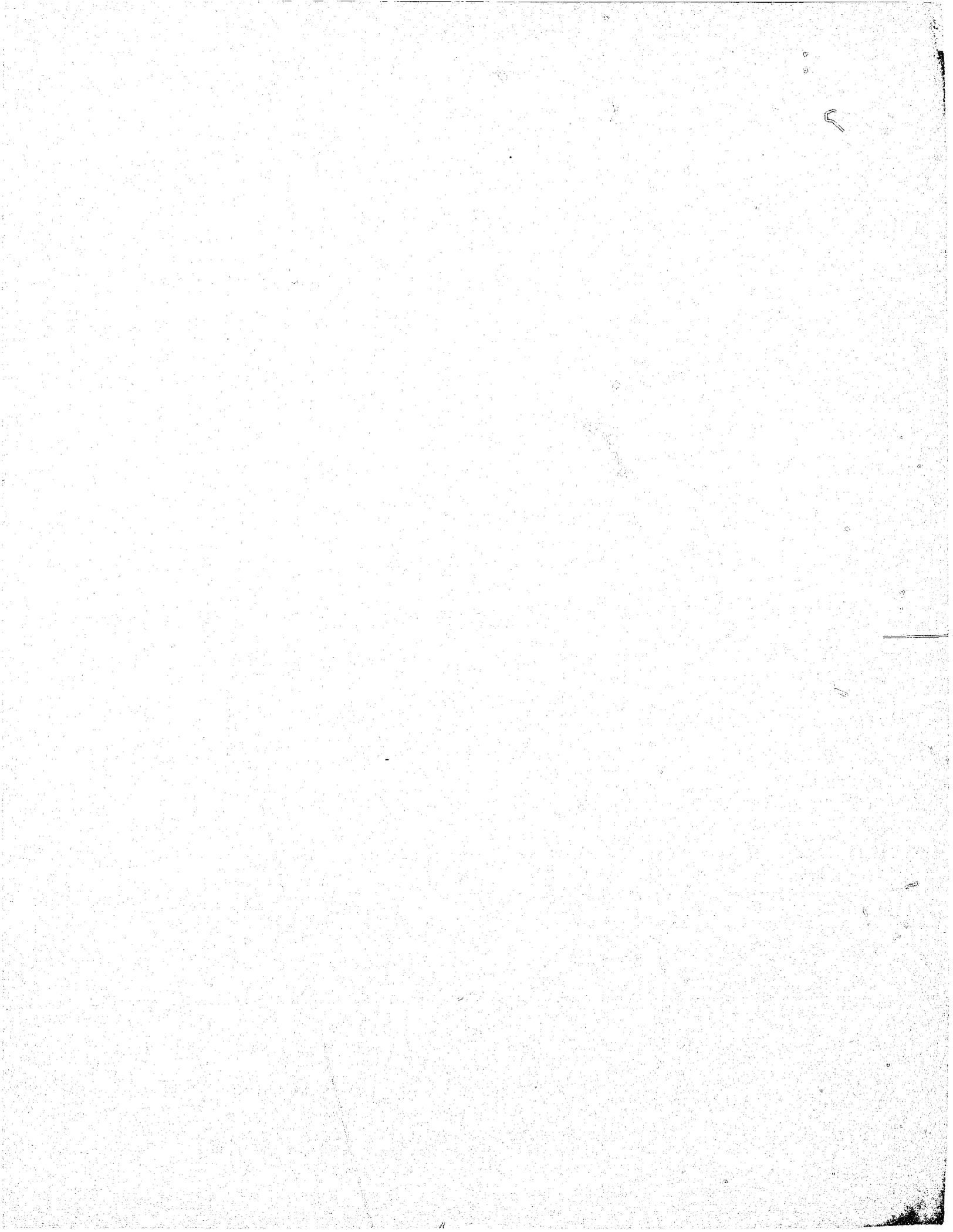
PRIVATE AGENCIES (PA)

<u>CODE</u>	<u>AGENCY</u>
801	BERKELEY CO-OP
802	BETTER BUSINESS BUREAU
805	KNBC ACTION 4 (BURBANK)
803	OAKLAND/ALAMEDA CONSUMER COUNCIL
804	SAN FRANCISCO CONSUMER ACTION

VI.G NON-USER AGENCIES AND CODES

OUT OF STATE AGENCIES  
U.S. AND CANADA,  
OUT OF COUNTRY

<u>CODE</u>	<u>STATE</u>	<u>CODE</u>	<u>STATE</u>	<u>CODE</u>	<u>STATE</u>
901	ALASKA	920	KENTUCKY	939	OKLAHOMA
902	ALABAMA	921	LOUISIANA	940	OREGON
903	ARIZONA	922	MAINE	941	PENNSYLVANIA
904	ARKANSAS	923	MARYLAND	942	PUERTO RICO
905	CANADA	924	MASSACHUSETTS	943	RHODE ISLAND
906	CANAL ZONE	925	MICHIGAN	944	SOUTH CAROLINA
907	COLORADO	926	MINNESOTA	945	SOUTH DAKOTA
908	CONNECTICUT	927	MISSISSIPPI	946	TENNESSEE
909	DELAWARE	928	MISSOURI	947	TEXAS
910	DIST. OF COLUMBIA	929	MONTANA	948	UTAH
911	FLORIDA	930	NEBRASKA	949	VERMONT
912	GEORGIA	931	NEVADA	950	VIRGINIA
913	GUAM	932	NEW HAMPSHIRE	951	VIRGIN ISLANDS
914	HAWAII	933	NEW JERSEY	952	WASHINGTON
915	IDAHO	934	NEW MEXICO	953	WEST VIRGINIA
916	ILLINOIS	935	NEW YORK	954	WISCONSIN
917	INDIANA	936	NORTH CAROLINA	955	WYOMING
918	IOWA	937	NORTH DAKOTA	956	<u>OUT-OF-COUNTRY</u>
919	KANSAS	938	OHIO		



**END**