

You may also contact the Consumer Protection and Anti-Trust Division: 812 Quarrier St., 1st Floor, Charleston, WV, 25326; Mailing: P.O. Box 1789 Charleston, WV 25326; Phone: 304-558-8986.

Better Business Bureau

BBB handles disputes that are related to marketplace issues experienced with the services or products a business provides. For more information contact the BBB at 106 Brooks Street, Charleston, WV, 25301; Phone: 330-454-9401.

Scams and Fraud

Older adults are often targets of different kinds of scams and frauds. Scam artists are very sophisticated and often can sound legitimate. Internet scams and other types of consumer fraud, such as home repair, foreign lottery or sweepstakes solicitations, investments, and charities fraud affect millions of people and billions of dollars are lost each year. To avoid them, consumers need to spot the warning signs of a scam. If you or a loved one is a victim of fraud, please call the Office of the WV Attorney General at 304-558-2021.

Office of Health Facility Licensure and Certification (OHFLAC)

Complaints are investigated for all health care facilities regulated by OHFLAC regarding issues that fall under its jurisdiction. Complaints

investigated cover concerns regarding quality of care provided, patient/resident/client rights, as well as building and equipment safety. Any suspicions of abuse, neglect, misappropriation of property or unsafe and/or unsanitary conditions in a health care facility should be reported. Call 304-558-0050.

Report Abuse or Neglect

When you suspect abuse or neglect, you should report your concerns to the county office of the Department of Health and Human Resources where you live. Please refer to list of DHHR offices in this guide.

Reports can also be made to the Abuse and Neglect Hotline, 1-800-352-6513, 7 days a week, 24 hours a day.

