

## **Where Do I File a Complaint?**

May 2021

### **Maryland Public Service Commission (PSC)**

6 St. Paul Street, 16th Floor  
Baltimore, Maryland 21202  
410-767-8028; 800-492-0474  
410-333-6844 (facsimile)

[www.psc.state.md.us](http://www.psc.state.md.us)

[www.psc.state.md.us/Intranet/info/complaintFront\\_new.cfm](http://www.psc.state.md.us/Intranet/info/complaintFront_new.cfm)

[www.psc.state.md.us/Intranet/info/brochures\\_new.cfm](http://www.psc.state.md.us/Intranet/info/brochures_new.cfm)

The MD PSC regulates natural gas, electric, local landline telephone and private water companies. The PSC is the licensing agency for retail natural gas and electric suppliers. The MD PSC does **not** regulate heating oil and propane companies, public water, wireless carriers, Voice Over Internet Protocol (VOIP) companies, Internet Service Providers (ISP), international and interstate telephone service providers, broadband services or cable services.

### **Maryland Office of Attorney General Consumer Protection Division (CPD)**

200 St. Paul Place  
Baltimore, Maryland 21202  
Hotline: 410-528-8662  
Toll-free 888-743-0023

[www.oag.state.md.us](http://www.oag.state.md.us)

[www.oag.state.md.us/consumer/complaint.htm](http://www.oag.state.md.us/consumer/complaint.htm)

The CPD is responsible for enforcement of the Consumer Protection Act and other consumer protection laws, such as the Door-to-Door Solicitation Act and the Telephone Solicitation Act . These laws prohibit unfair and deceptive practices by businesses operating in Maryland. This office also takes complaints for heating oil and propane companies, wireless carriers, Voice Over Internet Protocol (VOIP) companies, Internet Service Providers (ISP), international and interstate telephone service providers, and broadband services or cable services.

## **Federal Communications Commission (FCC)**

Consumer & Governmental Affairs Bureau

445 12th Street, SW

Washington, D.C. 20554

1-888-225-5322

888-418-0232 (facsimile)

Email: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

[www.fcc.gov](http://www.fcc.gov)

[www.fcc.gov/cgb/consumers\\_contacts.html](http://www.fcc.gov/cgb/consumers_contacts.html)

[www.fcc.gov/complaints.htm](http://www.fcc.gov/complaints.htm)

The FCC handles complaints about telemarketing, pre-recorded messages and the Do-Not-Call registry, landline telephone service (international and interstate), wireless telephone, Internet service and VOIP, junk faxes and disability access to communications services and equipment.

## **Federal Trade Commission (FTC)**

[www.ftc.gov](http://www.ftc.gov)

[www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov)

The FTC collects complaints about business practices in order to identify patterns to use in investigations and prosecutions. The complaints are entered into a Consumer Sentinel database. The FTC does **not** resolve individual consumer complaints.

## **Department of Labor**

[www.dllr.state.md.us](http://www.dllr.state.md.us)

The Department of Labor takes complaints about licensed labor professionals like electricians, plumbers, and HVAC.

## **Department of Human Services**

1-800-332-6347

[www.dhr.state.md.us](http://www.dhr.state.md.us)

The Department of Human Services, Constituent Services Office takes complaints about any Department of Human Services Program. Examples of

some of these programs include Department of Social Services, Office of Home Energy Programs, and Adult Protective Services.

### **Complaints about Public Water**

If you have a complaint about a public water or sewer system you must speak with the local entity that oversees the water and go through their internal complaint process. If you are not satisfied with their response, you might consider reaching out to your local representative about the issue.