

Business Help

- Your local merchant

Begin with your local merchant. It is your consumer right as well as your consumer responsibility to take your problem directly to him first.

- The Manufacturer

Write directly to the company. Your voice counts. One letter may alert the manufacturer to consumer dissatisfaction.

- Better Business Bureau (two state locations)

246 Insurance Exchange Building
Des Moines, Iowa 50309

710 Badgerow Building
4th and Jackson
Sioux City, Iowa 51101

Write either of these to inquire about the integrity or business practices of a particular firm.

- Your Local Chamber of Commerce

Contact for help similar to that given by the Better Business Bureau.

- Association of National Advertisers - American Association of Advertising Agencies
200 Park Avenue
New York, New York 10017

Give your opinions on all types of advertising.

- Central Registry of Magazine Subscription Solicitors
575 Lexington Avenue
New York, New York 10022

Check for the Central Registry identification card for assurance of honest selling if you buy magazines from a door-to-door solicitor.

Has Evidence

Now for the first time, the Food and Drug Administration (FDA) has evidence to judge whether hundreds of these drugs sold by prescription as well as over the drugstore counter are really useful. And useful for what.

Other Sources of Help

- The Iowa State University Extension Service

Contact the Extension Home Economist at the Extension Office in your county. She can:

- help you contact the right agency to help you with your problem.
- give you more information about the laws and agencies working to protect consumers.
- provide educational materials and programs.

- American Council on Consumer Interests
15 Gwynn Hall
University of Missouri
Columbia, Missouri 65201

Write for information on consumer movements, legislation, and educational materials.

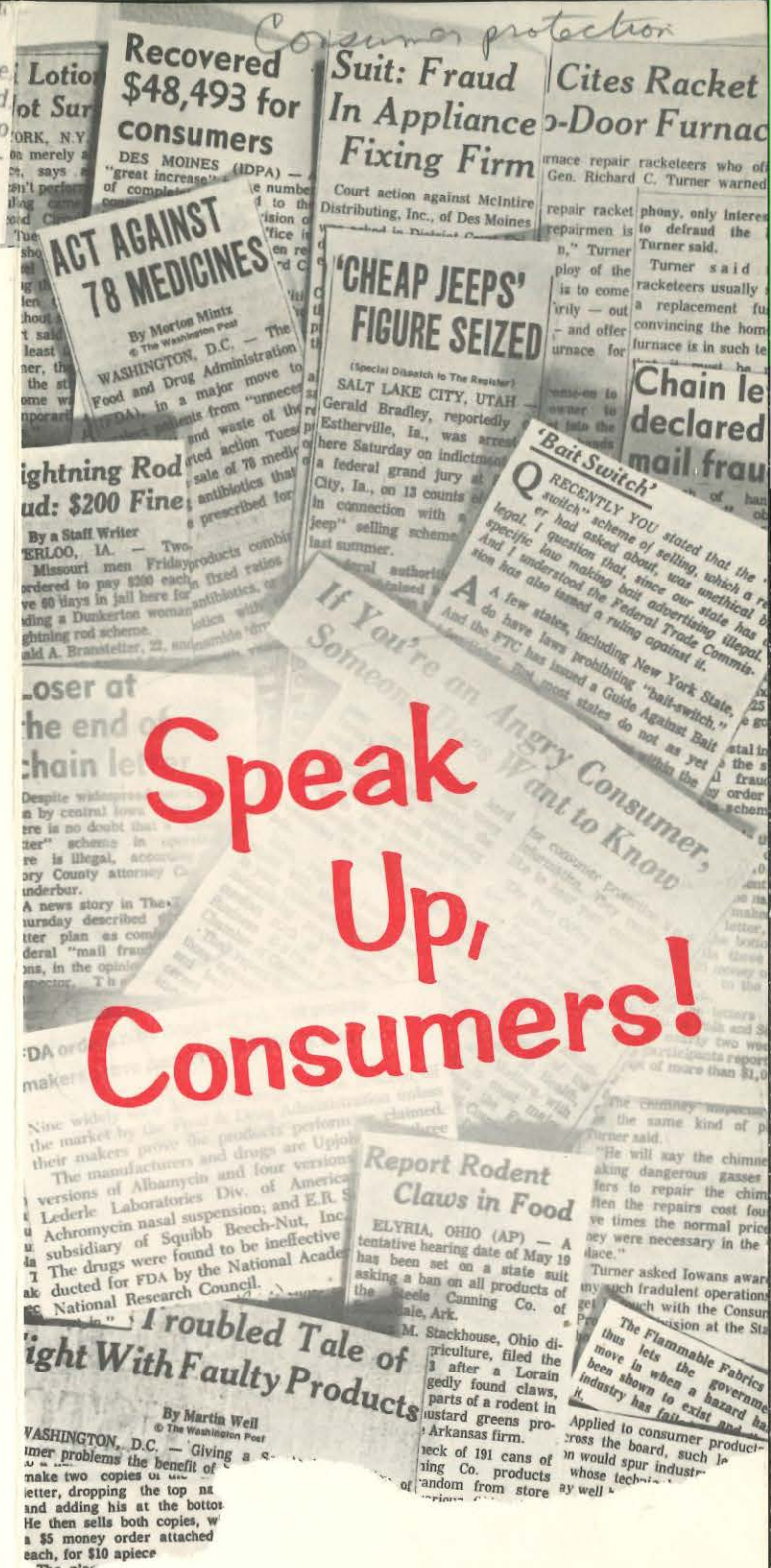
- Consumers Union
256 Washington Street
Mount Vernon, New York 10550

Contact for information on consumer issues and results on products tested.

- Legal Aid Society

Locations are Des Moines, Cedar Rapids and Waterloo.

Provides free legal assistance for qualified persons.



DEATH LURKS
IN PRODUCTS
FAMILIES USE

You Can Get Help

INEFFECTIVE
DRUGS FACE
FDA ACTIONS

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...The amendments would en...
...the Food and Drug...
...MICHIGAN...

It is important to speak up. Your consumer voice counts. If you have a problem, you can get help from government agencies, consumer organizations and business.

When to Speak Up

- When you have a legitimate complaint.
- When you think you've been "taken."
- When you want corrective action and feel you're not getting it.

Why Speak Up

- Because fraudulent schemes work against honest merchandising.
- Because your voice may help others too.
- Because you want corrective action to get a "fair deal."
- Because legitimate complaints help prompt improvement—for products, for services.

How to Speak Up

- Have evidence of your problem—faulty product, guarantee, contract, sales slip, etc.
- "Tell it like it is"—honestly, accurately.
- Tell it to the right people.
- Go into action promptly. A delay could weaken your case.

CONTACT YOUR PROTECTION AGENCIES—HERE'S WHERE THE ACTION IS!

Many work to protect consumers. Here are major sources of help to consumers and some of the primary ways they can help you.

Federal Government Help

- Food and Drug Administration
1009 Cherry Street
Kansas City, Missouri 64106

Direct your problem or inquiry here about drugs...cosmetics...foods. This agency deals with problems of unclean, unsafe or ineffective products.

- Federal Trade Commission
219 South Dearborn
Chicago, Illinois 60604

Direct your problem or inquiry here about unfair or deceptive merchandising practices. This agency deals with consumer problems of "bait and switch," fictitious bargains, misleading advertising or labeling (either untruthful or incomplete).

- Post Office Department
Washington, D.C. 20260

Direct your problem or inquiry here if you suspect frauds that use the mail, such as charity rackets, unfree "free" goods, phony contest prizes.

- President's Committee on Consumer Interests
Executive Office Building
Washington, D.C. 20506

Direct your inquiry here when you are in doubt on what to do or where to get assistance.

- Your United States Congressmen

Direct inquiry here (1) for information on consumer legislation pending in Congress; (2) to give your view on proposed legislation.

Iowa State Government Help

- Iowa Attorney General
Consumer Protection Division
1223 E. Court
Des Moines, Iowa 50319

Direct your problem or inquiry here related to: deceptive advertising and selling; referral sales that are not in writing.

- State Department of Health
Lucas Office Building
Des Moines, Iowa 50319

Direct your problem or inquiry here regarding health or sanitation compliance of public facilities such as nursing homes...mobile home parks...city water supplies...swimming pools...barber shops and beauty parlors...mortuaries.

- Iowa Department of Agriculture
State House
Des Moines, Iowa 50319

Direct your inquiry here regarding inspection or sanitation compliance of any of the following: restaurant, other public eating place, meat market, creamery or motel. Includes inspection of rest rooms in food establishments. Send your inquiry here if you suspect use of inaccurate weights or measures (scales, labels on products, gasoline pumps).

- Your Iowa Legislator
State House
Des Moines, Iowa 50319

Write for information on pending state legislation. Voice your consumer opinion.



Prepared by Karen B. Hull, Extension Specialist in Home Management.