



County of El Dorado

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Presentation by Michael Lafferty, Outreach Manager, California Department of Consumer Affairs informing the Board and the community about various services they provide.

The Department of Consumer Affairs is reaching out to different municipalities to inform local communities about the various services they provide.

The Department of Consumer Affairs (DCA) is the leading consumer protection agency for Californians. DCA establishes minimum competency standards for the professions they regulate. They license and regulate over 250 professions in California, or anyone that consumers might conduct business with on a daily basis, including doctors, dentists, contractors, automotive repair shops, cosmetologists, engineers and veterinarians, to name just a few.

The fundamental mission of the DCA is to develop a fair marketplace where consumers can be assured of good quality service from a reputable business. In that effort, the DCA assists consumers when they have a question or concern. The DCA can assist with filing a complaint, mediating a dispute or simply providing the resources. Whether a person(s) is a consumer, a licensed professional or both, the DCA is here to provide individuals with the resources and knowledge they need to protect their interests.