

OAG'S PUBLIC ADVOCACY DIVISION

Beth Mellen
beth.mellen@dc.gov



OAG'S PUBLIC ADVOCACY DIVISION



ANTITRUST AND NONPROFIT

Charities and
Corporations

Manager: Adam
Gitlin



CIVIL RIGHTS & ELDER JUSTICE

D.C. Human Rights
Act and Protecting
Vulnerable Adults

Manager: Alicia
London



CONSUMER PROTECTION

Deceptive, Unfair &
Unlawful Trade
Practices

Managers: Adam
Teitelbaum; Kevin
Vermillion



HOUSING & ENVIRONMENTAL JUSTICE

Housing and
Environmental
Enforcement

Manager: Joanna
Wasik



WORKERS' RIGHTS & ANTIFRAUD

Wage and Hour Laws
&
False Claims Act

Managers: Graham
Lake; Dennis
Corkery



EQUITABLE LAND USE

Zoning, Land Use,
and Planning
Advocacy

Manager: Max
Tondro

PAD Management: Deputy Attorney General Coty Montag; Assistant Deputies Attorney General Beth Mellen, Will Stephens

WHAT DOES OAG MEDIATION DO?



OAG Mediation tries to resolve consumer and tenant complaints without the need to go to court.



This is a free service.



OAG Mediation can try to help when the consumer is a DC Resident or the business/landlord is located or headquartered in the District. For building conditions complaints, the tenant must be a DC Resident.



OAG Mediation provides relevant referrals.



OAG Mediation is voluntary – meaning both the consumer and the business must choose to engage. OAG Mediation will not force a business to respond, or provide the resolution the consumer wants.

ELIGIBILITY/PROGRAM RULES:

- Must meet broad jurisdictional requirements: DC resident and/or business located or headquartered in the District. Tenant must be a DC resident.
- There must be a consumer/merchant transaction. This means OAG Mediation cannot help with business to business issues, even if it involves a small business owner.
 - *Examples:* Commercial Lease issues; business contracting issues; OAG Mediation does not address condo/coop/HOA governance disputes.
- OAG Mediation cannot give legal advice, comment on the merits of a complaint, or file a lawsuit on behalf of an individual.



HOW DOES OAG MEDIATION WORK?

- Consumers contact OAG Mediation by phone, an online complaint form, email, or postal mail.
- An OAG Mediation staff member or intern contacts the consumer and better understands the issue.
- OAG Mediation reaches out to the business/landlord by emailed letter, presents the consumer's perspective and requested resolution, and asks for the business's written response.

WHAT CAN OAG MEDIATION HELP WITH?



LANDLORD TENANT ISSUES

- Building Conditions Issues
- Security Deposit Return
- Lease Break



BILLING DISPUTES

- Refund issues
- Overpayment
- Account Cancellations



CONTRACT DISPUTES

- Not Completing the Work
- Overcharged
- Completed Work is not done well



SOCIAL MEDIA LOCKOUT

- Locked out personal accounts (like Facebook, TikTok, Instagram)



SCAMS

- Report Financial Scams

****There must be a consumer/merchant transaction, which includes landlord/tenant issues.****



OAG MEDIATION CY 2024 DATA

Responded to over 4000 Hotline calls.

Responded to over 3500 online complaints.

Returned approximately \$1.2 million to
consumers & tenants.

HOW TO CONTACT OAG MEDIATION

- Hotline / 202.442.9828
 - Best place for Priority Issues
 - Will return all calls the same Business Day
 - Can leave message in any language / return calls with Language Line
 - Can help caller submit the online complaint form
- Online Complaint Form
 - Best way to get connected with Mediation for non-priority issues. **3 business day timeframe**
 - oag.dc.gov/complaint
- Email
 - Consumer.protection@dc.gov