

MINNESOTA COMPLAINT REFERRAL LIST

| COMPLAINT REGARDING | REFER TO | TELEPHONE | WEBSITE |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MINNESOTA CRIMINAL JUSTICE SYSTEM | | | |
| Criminal justice personnel or victim service providers – <i>from victim</i> | Crime Victim Justice Unit | (651) 201-7310 (800) 247-0390, ext. 3 | https://ojp.dps.mn.gov |
| Private attorney | MN Lawyer’s Professional Responsibility Board (LPRB) | (651) 296-3952 (800) 657-3601 | http://www.courts.state.mn.us/lprb/index.asp |
| Public defender – <i>from defendant</i> | MN State Public Defender | (612) 349-2565 | www.pubdef.state.mn.us |
| Judge | MN Board on Judicial Standards | (651) 296-3999 | http://www.bjs.state.mn.us/ |
| Police misconduct | MN Board of Peace Officer Standards and Training (POST) | (651) 643-3060 | https://dps.mn.gov/entity/post/contact/Pages/complaint-information.aspx |
| ADA and LEP (interpreters) | ADA county contacts: http://mncourts.gov/?page=4693 MN Court Interpreter program: (651) 297-5300 | | ADA: http://www.mncourts.gov/?page=4611 Interpreter complaint: http://www.mncourts.gov/?page=448 |
| Police brutality | Communities United Against Police Brutality | (612) 874-7867 | http://www.cuapb.org/ |
| FEDERAL CRIMINAL JUSTICE SYSTEM | | | |
| U.S. Attorney’s Office – <i>related to communication, charging, process.</i> | Victim Witness Services (MN) | (612) 664-5600 | http://www.justice.gov/usao/mn/vwa.html |
| US Attorney’s Office – <i>related to crime victim rights</i> | Office of the Victims’ Rights Ombudsman | (877) 574-9302 (202) 252-1010 | http://www.justice.gov/usao/eousa/vr/ |
| FBI | FBI (MN) | (612) 376-3200 (gen.) | www.fbi.gov |
| | Victim specialist (Bemidji) | (218) 751-0610 | |
| | Victim specialist (Minneapolis) | (763) 569-8000 Minneapolis@ic.fbi.gov | |
| CIVIL JUSTICE SYSTEM | | | |
| Private attorney | MN Lawyer’s Professional Responsibility Board (LPRB) | (651) 296-3952 | http://www.courts.state.mn.us/lprb/index.asp |
| Judge | MN Board on Judicial Standards | (651) 296-3999 | http://www.bjs.state.mn.us/ |

MINNESOTA COMPLAINT REFERRAL LIST, *continued*

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|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EMPLOYMENT | | | |
| Discrimination | Equal Employment Opportunity Commission | (612) 335-4040 (800) 669-4000 | http://www.eeoc.gov/minneapolis/index.html |
| | MN Department of Human Rights | (651) 296-5663 (800) 657-3704 | http://mn.gov/mdhr/ |
| Labor Practices/ OSHA/Workers Comp | MN Department of Labor & Industry | (800) 342-5354 (651) 284-5005 | http://www.doli.state.mn.us/LaborLaw.asp |
| Employment/labor practices | Refer to private civil attorney | | |
| MINNESOTA CORRECTIONS/INCARCERATION <i>(complaints by or about inmates)</i> | | | |
| MN DOC – Correctional Facility – about policies and procedures. | Assistant Commissioner | (651) 361-7212 | |
| | Specific facility—each facility has a grievance process (offenders can submit “kites”). | See web for directory of facilities → | http://www.doc.state.mn.us/pages/index.php/facilities/adult-facilities/ |
| MN DOC Correctional Facility -- medical/health related. | American Civil Liberties Union MN | (651) 645-4097 | http://www.aclu-mn.org/ |
| | MN Office of Ombudsmen for Mental Health and Developmental Disabilities | (651) 757-1800 (800) 657-3506 | http://mn.gov/omhdd/ |
| Inmate victimization | MN DOC Victim Assistance and Restorative Justice Program | (651) 361-7200 (800) 657-3830 | http://www.doc.state.mn.us/PAGES/index.php/victims/ PREA: http://www.doc.state.mn.us/PAGES/index.php/family-visitor/prea-policy/ |
| | MN DOC Office of Special Investigations | (651) 642-0419 | |
| Civil issues | Legal Advocacy for MN Prisoners is closed. A <i>small</i> office through William Mitchell Law School handles Shakopee and Stillwater facilities. | (651) 227-9171 | |
| Prison release/post-conviction – <i>complaints from victims</i> | MN DOC Victim Assistance and Restorative Justice Program | (651) 361-7200 (800) 657-3830 | http://www.doc.state.mn.us/PAGES/index.php/victims/ |
| Prison release/post-conviction – <i>complaints from inmates or inmate family members</i> | Refer to private attorney, public defender’s office | | |
| County jails | Sheriff is responsible for the jail. | | <i>Contact local jail administrator or county sheriff</i> |
| | MN DOC Jail Inspection and Enforcement | (651) 361-7147 | http://www.doc.state.mn.us/pages/index.php/partners-staff/licensingrules/inspection-enforcement/ |

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|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HOUSING | | | |
| Discrimination in housing | Office of Fair Housing and Equal Opportunity (U.S. Dept. of HUD – Mpls.) | (612) 370-3000 | http://www.hud.gov/local/mn/working/localpo/ftheo.cfm |
| Landlord-tenant issues | Private attorney or legal services HOMELINE: <u>Metro Area</u> : (612) 728-5767 <u>Greater MN</u> : (866) 866-3546 | See web for complete listing → | http://www.tenant.net/Other_Areas/Minnesota/resource.html http://www.homelinemn.org/hotline-services/ |
| DISCRIMINATION/HUMAN/CIVIL RIGHTS | | | |
| Discrimination complaint | MN Department of Human Rights | (651) 296-5663 (800) 657-3704 | http://mn.gov/mdhr/ |
| Civil rights | American Civil Liberties Union MN | (651) 645-4097 | http://www.aclu-mn.org/ |
| Human rights | The Advocates for Human Rights | (612) 341-3302 | http://www.theadvocatesforhumanrights.org/ |
| Human rights – <i>about Minnesota based organization or agency.</i> | MN Department of Human Rights | (800) 657-3704 (651) 296-5663 | http://mn.gov/mdhr/ |
| Human rights – <i>about local organization or governmental agency</i> | MN League of Human Rights Commissions | | <i>List of local commissions</i> http://www.hrusa.org/league/LMHRcontacts.shtm |
| CHILD PROTECTION | | | |
| Private attorney | MN Lawyer’s Professional Responsibility Board (LPRB) | (651) 296-3952 | http://www.courts.state.mn.us/lprb/index.asp |
| Child protection/social services | County social services department director | | http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_160181 |
| | MN Office of Ombudsperson for Families (related to child placement proceedings) | (651) 603-0058 | http://mn.gov/ombudfam/ |
| Public defender | MN State Public Defender | (612) 349-2565 | www.pubdef.state.mn.us |
| County attorney | Local county attorney’s office or LPRB. | | http://www.mcaa-mn.org/links.aspx |
| Guardian <i>ad litem</i> (GAL) | MN State GAL office. Each judicial district has a GAL program manager—website has links. | (651) 297-1145 | http://mn.gov/guardian-ad-litem/Program_Info/complain_procedure.jsp |
| Judge | MN Board on Judicial Standards | (651) 296-3999 | http://www.bjs.state.mn.us/ |
| Indian Child Welfare Act Non-Compliance | MN DHS ICWA Compliance Review Team | (651) 431-4675 | http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_174266 |

MINNESOTA COMPLAINT REFERRAL LIST, *continued*

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|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MEDICAL | | | |
| Doctor Psychiatrist | MN Board of Medical Practice | (612) 617-2130 (800) 657-3709 | http://mn.gov/health-licensing-boards/medical-practice/public/ |
| Emergency Transportation | Emergency Medical Services | (800) 747-2011 (651) 201-2800 | http://mn.gov/health-licensing-boards/emsrbd/disciplinary/complaintreviewpanel.jsp |
| Healthcare facilities, nursing homes, supervised living facilities, etc. | Office of Health Facility Complaints (MN Department of Health) | (651) 201-4201 (800) 369-7994 | http://www.health.state.mn.us/divs/fpc/ohfcinfo/contohfc.htm |
| Nurse | MN Board on Nursing | (612) 317-3000 (888) 234-2690 | http://mn.gov/health-licensing-boards/nursing/public/complaints/ |
| Miscellaneous Services upon a Person (mortuary, audiologist, doula, body art) | MN Department of Health Regulation Division | (651) 201-3709 | http://www.health.state.mn.us/divs/fpc/about/index.html |
| MENTAL HEALTH | | | |
| Mental health facility or service provider | MN Office of the Ombudsman for Mental Health and Developmental Disabilities | (651) 757-1800 (800) 657-3506 | www.ombudmhdd.state.mn.us |
| Psychologist | MN Board of Psychology | (612) 617-2230 | http://mn.gov/health-licensing-boards/psychology/ |
| Licensed professional counselor | MN Board on Behavioral Health and Therapy | (612) 548-2177 | http://mn.gov/health-licensing-boards/behavioral-health/public/complaints.jsp |
| Alcohol and Drug Counselor | MN Board on Behavioral Health and Therapy | (612) 548-2177 | http://mn.gov/health-licensing-boards/behavioral-health/public/complaints.jsp |
| Social worker | MN Board of Social Work | (612) 617-2100 (888) 234-1320 | www.socialwork.state.mn.us |
| Unlicensed mental health services | MN Board on Behavioral Health and Therapy MN Board of Social Work | (612) 548-2177 (612) 617-2100 | http://mn.gov/health-licensing-boards/behavioral-health/public/complaints.jsp www.socialwork.state.mn.us |
| ADULT PROTECTION | | | |
| Adult Protection | County Adult Protection. Request an Administrative Reconsideration. MN DHS Vulnerable Adult Review Panel | (651) 431-2600 | http://mn.gov/dhs/people-we-serve/children-and-families/services/child-protection/contact-us/index.jsp |

MINNESOTA COMPLAINT REFERRAL LIST, *continued*

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| ELDERLY | | | |
| Care facilities or home care services (rights, quality of care, discharge, benefits) | MN Ombudsman for Long-Term Care | (651) 431-2555 (800) 657-3591 | Ombudsman: http://mn.gov/dhs/people-we-serve/seniors/services/ombudsman/ General info: www.dhs.state.mn.us/aging |
| All issues | Senior Linkage Line | (800) 333-2433 | http://www.tcaging.org/findinghelp/sll.html |
| OTHER | | | |
| Business | Better Business Bureau | (651) 699-1111 | http://www.mnd.bbb.org/ |
| Consumer/business (including phone solicitors) | MN Office of the Attorney General | (651) 296-3353 (800) 657-3787 | https://www.ag.state.mn.us/Office/Publications.asp (fact sheets) http://www.ag.state.mn.us/Office/Complaint.asp (complaints) |
| Consumer/business/ insurance | MN Department of Commerce | (888) FRAUDMN, (888) 372-8366 | http://mn.gov/commerce/topics/consumer-protection/File-Complaint.jsp |
| Taxes MN Dept of Revenue | State of Minnesota Tax Payer Advocate | (651) 556-6013 (855) 452-0767 | http://www.revenue.state.mn.us/taxpayer_rights/Pages/Taxpayer_Rights.aspx |
| Other | United Way 211 | 211 <i>or</i> (800) 543-7709 (211 will not work from cell phones) | https://www.unitedwaytwincities.org/get_help/ |
| Veterans | MN LinkVet | (888) LinkVet, 888-546-5838 | https://linkvet.custhelp.com/app/home/search/1 |

MINNESOTA COMPLAINT REFERRAL LIST, *continued*

GENERAL LEGAL SERVICE REFERRALS

| LEGAL REFERRAL: Referrals for other legal issues | TELEPHONE | WEBSITE (Right click—open hyperlink) |
|-------------------------------------------------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| LEGAL SERVICES | | |
| Battered Women’s Legal Advocacy Project - <i>for victim service providers</i> | (612) 343-9842 (800) 313-2666 | http://www.bwlap.org |
| Legal services organizations | See directory→ | www.LawHelpMN.org . |
| MN Legal Services Coalition | See web for directory and fact sheets→ | http://www.mnlegalservices.org/ |
| HOME Line statewide tenant advocacy organization | (612) 728-5767 (866) 866-3546 | http://www.homelinemn.org/hotline-services/ |
| Children’s Law Center | (651) 644-4438 | http://www.clcmn.org/ |
| REFERRAL TO PRIVATE ATTORNEY | | |
| MN Lawyer Referral Services (online service only) | | http://www.mnfindalawyer.com/ |
| IMMIGRATION | | |
| Immigrant Law Center of MN | (651) 641-1011 (800) 223-1368 | www.ilcm.org |
| International Institute of MN | (651) 647-0191 | http://www.iimn.org/ |
| DISABILITY | | |
| MN Disability Law Center | Metro: (612) 334-5970 Greater Minnesota: (800) 292-4150 | http://www.mndlc.org/ |