

# Helpful Resources

## Local Government

For emergencies, please call **911**

### [Baltimore City Police Department](#)

The Baltimore Police Department is dedicated to upholding the Constitution and enforcing laws in a fair, impartial, and ethical manner. We commit to creating and maintaining a culture of service that builds trust and legitimacy in all communities, values the sanctity of human life, and provides for the safety and well-being of all.

- [File a police report with Baltimore City Police](#) Department
- [Submit a misconduct complaint](#)

Baltimore City Police Department Headquarters can assist you further question regarding crimes or policing at **410-396-2585**

### [Baltimore City 311 Services](#)

3-1-1 connects Baltimore citizens, businesses & visitors with a vast array of city services, programs and information. Either by a live agent-assisted phone call or through the self-service web or mobile portal, 3-1-1 allows customers to report a problem, request a service, check the status of a previously submitted service request, and obtain information regarding City programs or events. Constituents may call 3-1-1 to file non-emergency police reports.

- [Submit 311 Request via the web](#)
- Please call **311** to submit a request via the telephone

### [Baltimore City Department of Public Works](#)

Department of Public Works (DPW) supports the health, environment, and economy of our City and the region by providing customers with safe drinking water and keeping neighborhoods and waterways clean.

- For DPW administrative assistance, contact **410-396-3310**
- For assistance with Solid Waste, contact **410-396-5134**
- For assistance with Water and Wastewater, contact **410-396-3500**
- For general questions concerning DPW Email: [PublicWorks@baltimorecity.gov](mailto:PublicWorks@baltimorecity.gov)

### [Baltimore City Department of Transportation](#)

The Baltimore City Department of Transportation's mission is to maintain and improve the transportation infrastructure to produce a safe, reliable, accessible and efficient system for everyone that provides for multiple and sustainable modes of transportation for residents, businesses and visitors — thereby promoting livable and vibrant communities across Baltimore City.

- For concerns regarding the Department of Transportation, contact **410-396-6802**

### [Baltimore City Department of Housing & Community Development](#)

The Baltimore City Department of Housing and Community Development (DHCD) works to improve the quality of life for all Baltimore City residents by revitalizing and redeveloping communities and promoting access to quality affordable housing opportunities in safe, livable neighborhoods.

- For ePermits and Trades Licensing, contact **443-984-1809**
- For Plans Review, contact **410-396-3460**
- For assistance with Property Licensing and Registration, contact **410-396-3575**
- For assistance with Building Inspections, contact **410-396-3470**
- For assistance with Electrical/ Mechanical/ Plumbing Inspections, contact **410-361-9270**

### [Baltimore City Department of Finance](#)

The Department of Finance is responsible for safeguarding the fiscal integrity of the City of Baltimore through the development and implementation of sound financial policies and practices.

- For assistance with Parking, Red Light and Speed Citations, contact **410-396-3000**
- For assistance with Real Property Tax Division, contact **410-396-3987**
- For assistance with Personal Property Tax and Misc. Billing, contact **410-396-3000**
- For assistance with Business Licenses and Mics. Taxes contact **410-396- 9690**
- For assistance with Meter Watered Account Investigations, contact **410-396-5398**
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### [Office of Equity and Civil Rights](#)

The Office of Equity and Civil Rights is a city agency devoted to advancing equity and upholding the federal and local civil rights laws, the local living and prevailing wage laws ensuring access and equal opportunities for persons with disabilities, and providing oversight of local law enforcement. The mission of the Office of Equity and Civil Rights is to carry out activities to eliminate inequity, inequality, and discrimination.

- For concerns regarding OECR, contact **410-396-3141**

### [Department of Human Resources](#)

Department of Human Resource (DHR) ensures human resources services, policies, procedures, and systems are properly aligned with the City's aim to be an employer of choice. By attracting, developing, and retaining a high performing and diverse workforce, DHR guides City Agencies to foster a healthy, safe, and productive work environment for employees, their families, and the community.

- For concerns with Administration for DHR, contact **410-396-3851**
- For concerns regarding Classifications & compensation, contact **410-396-4933**
- For help regarding Policy and compliance, contact **410-396-9850**

## State Government

### Department of Human Services

The Office of the Inspector General protects the integrity of the Department of Human Resources by providing preservative and enforcement services through independent audits, reviews, and investigations. These services ensure program goals are achieved and compliant with State statutes and regulations. The OIG identify, investigate and resolve suspicious of fraud waste and abuse.

- [Report Welfare Fraud via the web](#)
- [Report DHS Employee/ Contractor Fraud](#)
- To report via telephone contact: **1-800-332-6347**

For further questions or comments regarding Department of Human Services Email [oig.mail@maryland.gov](mailto:oig.mail@maryland.gov)

### Office of Legislative Audits

The Office of Legislative Audits operates a Fraud Hotline to report fraud, waste, or abuse involving State of Maryland government resources.

- [Report fraud, waste, or abuse involving the state of Maryland](#)
- To report via telephone contact: **1-877-372-8311**

### Maryland Office of the Inspector General for Education

The Office investigates complaints and information that involve civil rights violations of students and employees as defined in federal or state law. The Office conducts an annual review of local school systems to ensure policies and procedures that govern the prevention and reporting of child abuse and neglect comply with applicable federal and state laws on child abuse and neglect.

- [Report an anonymous complaint](#)
- To report via telephone contact: **1-844-OIGETIP (644-3847)**
- [Report a complaint where you can be contacted with follow-ups](#)
- Email Tips to: [oige.tips@maryland.gov](mailto:oige.tips@maryland.gov)

### Maryland Department of Labor

The Maryland Department of Labor provides job development and employment training to help our citizens get the skills and expertise they need to move with our economy into Maryland's future.

- [Request for investigation of Unemployment Insurance Fraud](#)
- Email tips to [ui.fraud@maryland.gov](mailto:ui.fraud@maryland.gov)

### [Maryland Department of Health Office of the IG](#)

The Office of the Inspector General is interested in receiving information related to fraud, waste or abuse in the administration of the Medicaid Program, the misappropriation of departmental funds and/or employee misconduct. Reports may be made anonymously. The Office of the Inspector General will evaluate these concerns and take appropriate action.

- [Report Medicaid Fraud](#) or
- To report via telephone contact: **1(866) 770-7175**
- Email tips to: [DHMH.OIG@Maryland.gov](mailto:DHMH.OIG@Maryland.gov)

### [Maryland Attorney Grievance Commission](#)

The Attorney Grievance Commission oversees the conduct of both Maryland attorneys and nonmembers of the Maryland Bar who engage in the practice of law in the State. The Office of Bar Counsel investigates and, where indicated, prosecutes attorneys whose conduct violates the Maryland Attorneys' Rules of Professional Conduct as well as those engaged in the unauthorized practice of law. Bar Counsel also reviews notifications of overdrafts on attorney escrow accounts.

- [File a complaint against Attorney bar and non-member](#)
- To get assistance with filing a complaint, contact **410-514-7051**
- Email tips to: [complaints@agc.maryland.gov](mailto:complaints@agc.maryland.gov)

### [Maryland Insurance Fraud](#)

The primary role of the Maryland Insurance Administration (MIA) is to protect consumers from illegal insurance practices by ensuring that insurers and producers that operate in Maryland act in accordance with State insurance laws. We are here to assist you with your insurance inquiry or complaint about a health, life, auto or homeowners insurance policy. Additionally, we are here to assist you if you have a complaint involving an insurance producer, public adjuster or adviser.

- [Complete complaint form](#) then send it to [fraud\\_referrals.mia@maryland.gov](mailto:fraud_referrals.mia@maryland.gov)
- To report via telephone contact **1-800-846-4069**

### [Maryland Attorney General](#)

The Attorney General is the chief legal officer of the State. The Attorney General's Office has general charge, supervision and direction of the legal business of the State, acting as legal advisors and representatives of the major agencies, various boards, commissions, officials and institutions of State Government.

- [File a general complaint with Attorney General Office via the web](#)
- [File Landlord/ Tenant complaint with the Attorney General Office via the web](#)

For further questions or concerns regarding Maryland Attorney's General Office, contact the office directly at **410-576-6300**

### **Better Business Bureau**

BBB welcomes the opportunity to assist you with your marketplace challenge. Whether you need to file a complaint, post a review, report a misleading advertisement, or report a scam.

- Report via telephone contact: **410-347-3990**
- [Report via the web](#)

### **Federal Government**

#### **U.S. Department of Housing and Urban Development (HUD) Office of the Inspector General**

The mission of the U.S. Department of Housing and Urban Development (HUD) is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD accomplishes its mission through nearly 300 housing and community development grant, subsidy, and loan programs

- [Report HUD Complaint](#)
- To report via telephone contact: **1-800-347-3735**

#### **Social Security Administration Office of the Inspector General**

The Office of the Inspector General is directly responsible for meeting the statutory mission of promoting economy, efficiency, and effectiveness in the administration of SSA programs and operations and to prevent and detect fraud, waste, abuse, and mismanagement in such programs and operations. To accomplish this mission, we direct, conduct, and supervise a comprehensive program of audits, evaluations, and investigations relating to SSA's programs and operations. We also search for and report systemic weaknesses in SSA programs and operations, and make recommendations for needed improvements and corrective actions.

- [Report Social Security Phone Scams](#)
- [Report Social Security Program Fraud](#)
- To report via telephone contact: **1-800-269-0271**

#### **Federal Communications Commission**

The Office of Inspector General's mission is to detect and prevent fraud, waste, and abuse, violations of law, and to promote economy, efficiency and effectiveness in the operations of the Federal Communications Commission. As an independent office within the FCC, OIG strives to promote accountability and performance in the management of FCC programs, policies and people by independently conducting audits and investigations, and recommending corrective action, when appropriate.

- Report via telephone contact: **1-888-863-2244** or **202-418-0473**
- Send complaints to [hotline@fcc.gov](mailto:hotline@fcc.gov)

### Federal Trade Commission

Protects consumers and competition by preventing anticompetitive, deceptive, and unfair business practices through law enforcement, advocacy, and education without unduly burdening legitimate business activity.

- Report via telephone contact: **1-877-382-4357**
- [File complaint via the web](#)

### U.S. Small Business Administration

The Office of Inspector General's mission is to provide independent, objective oversight to improve the integrity, accountability, and performance of the SBA.

- To report contact **1-800-767-0385**

Allegations of fraud involving federal funds may also be reported directly to the [United States Government Accountability Office](#) at **1-800-424-5454** or to the federal [Office of the Inspector General](#) assigned to the specific program.

Baltimore City Office of the Inspector General wants all citizens to be aware of common phishing scams. To keep updated on current phishing scams, visit <https://www.bbb.org/scamtracker>. Although the Office of the Inspector General welcomes all allegations of fraud, waste, and abuse in city of government, allegations regarding common phishing scams are to be directed to the appropriate agencies.