

# Fraud and Discrimination Hotline for Older Virginians

Age Requirements

0-5

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6-12

,

13-21

,

22-55

,

56-60

,

60+

Available 24/7

No

Other Eligibility Criteria

Older Virginians

Family

No

Intake Contact Email

[complaintanalysis@dpor.virginia.gov](mailto:complaintanalysis@dpor.virginia.gov)

Intake Process

For more information, or to file a complaint, call the DPOR Hotline for Older Virginians at 804-367-2178.

Self Refer

Yes

Virginia Department of Professional and Occupational Regulation

<http://www.dpor.virginia.gov/Report-Licensee/>

Main

(804) 367-8500

TTY/TTD

711

Perimeter Center, 9960 Mayland Drive, Suite 102  
23233 VA  
United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

The Department of Professional and Occupational Regulation (DPOR) oversees those jobs which pose a potential for public harm. The agency works to protect all consumers, but focuses its efforts especially on fraud and discrimination against older Virginians. Call the DPOR Hotline for Older Virginians at 804-367-2178.

Senior citizens are often potential targets for unscrupulous business practices, particularly in five areas under the agency's purview: 1. Construction and home repair; 2. Fair housing; 3. Hearing aid specialist; 4. Cemeteries and pre-need burial contracts; and 5. Opticians. DPOR can provide information about licensure and whether a provider has a history of disciplinary actions.

Housing discrimination based on age is illegal and DPOR can help you learn your rights and investigate abuses.

DPOR will investigate and discipline licensees who violate regulations, criminally

charge unlicensed offenders, and even provide restitution for financial losses in certain cases.

Visit the website for instructions on filing a complaint.

[Consumer Guides](#) for Older Virginians dealing with: Construction and Home Improvement Scams; Fair Housing; Buying a Hearing Aid; Cemeteries and Pre-Need Burial Contracts; and Buying Eyeglasses and Choosing an Option, can be found on the DPOR website.

Service Area(s)

Statewide