

Our Mission and Purpose

The **NYC Department of Consumer and Worker Protection (DCWP)** protects and enhances the daily economic lives of New Yorkers to create thriving communities.

If you *shop* at a business, *work* at a business, or *own* a business, DCWP touches your life.

Our Commitment to Consumers

DCWP enforces consumer protection and licensing laws to protect you in the marketplace.

We also offer free programs to help you do more with your money.

Visit nyc.gov/dcwp or call **311** to:

- Get tips
- Check if a business is licensed
- File a complaint
- Get free financial counseling
- Get free tax preparation

You do not have to give your name or your immigration status to make a complaint. However, if you want DCWP to contact you, you must provide your name and address.



NYC Financial Empowerment Centers offer free one-on-one professional financial counseling in person or by phone. Counselors speak multiple languages. Services are secure and confidential.

You must be at least 18 and live or work in NYC. Income and immigration status do not matter.



Book an appointment:
nyc.gov/TalkMoney | **311**



You may qualify for **NYC Free Tax Prep** services, which include online filing and in-person filing. Some sites can help you with Individual Taxpayer Identification Number (ITIN), prior-year returns, or quarterly tax filings if you're self-employed.



For more information about services and ITIN:
nyc.gov/taxprep | **311**

Our Commitment to Workers

If you work in NYC, you have rights regardless of your immigration status. Rights enforced by DCWP include:

- Paid safe and sick leave
- Temporary schedule changes
- Predictable schedules
(if you work in fast food or retail)
- Minimum pay and more protections for restaurant delivery workers
(if you work for an app)

If an employer or app violates the law, workers may be owed money.

We offer free mediation and navigation programs:

- **Domestic Worker Mediation Program**
Helps domestic workers and household employers resolve issues without going to court.
- **Navigation Program**
Helps freelance workers who have not been paid.

For more information or to file a complaint:
nyc.gov/workers | 311

Our Commitment to Businesses

DCWP licenses more than 45,000 businesses in more than 40 industries. We offer convenient online services and free resources to help businesses comply with the law.

Using DCWP online services, account holders can:

- Apply for and renew licenses
- Review and update license information
- View past inspections
- Schedule certain scale and fuel inspections
- Pay fines and fees
- View complaints submitted against your business
- And more!

Visit nyc.gov/dcwp to learn more.