

# Help Resolving Disputes Without Going to Court

## **Iowa Mediation Services**

515-331-8081 (*central Iowa*)  
319-398-4042 (*southeastern Iowa*)  
641-423-4322 (*northeastern Iowa*)  
641-782-7329 (*southwestern Iowa*)  
712-262-7007 (*northwestern Iowa*)  
[www.iowamediationservice.com](http://www.iowamediationservice.com)

## **Consumer Protection Division Iowa Attorney General's Office**

515-281-5926  
[www.iowaattorneygeneral.org/consumer/index.html](http://www.iowaattorneygeneral.org/consumer/index.html)  
(*for issues involving consumer fraud,  
sales practices and advertisements*)

## **Consumer Affairs**

**Iowa Division of Insurance**  
515-281-6348 or 1-877-955-1212  
[www.iid.state.ia.us/complaints/index.asp](http://www.iid.state.ia.us/complaints/index.asp)  
(*for issues involving health, life or auto  
insurance companies or policies*)

## **Iowa Civil Rights Commission**

515-281-4121 or 1-800-457-4416  
[www.state.ia.us/government/crc](http://www.state.ia.us/government/crc)  
(*for issues involving civil rights*)

## **Iowa Department of Human Services Child Support Customer Services Unit**

515-242-5530 or 1-888-229-9223  
<https://childsupport.dhs.state.ia.us>  
(*for issues involving the collection of child support payments*)

## **Iowa Utilities Board**

**Customer Service Section**  
515-281-3839 or 1-877-565-4450  
[www.state.ia.us/government/com/util/customers.html](http://www.state.ia.us/government/com/util/customers.html)  
(*for complaints about public utility service*)

## **Iowa Department of Workforce Development**

515-281-5387 or 1-800-562-4692  
[www.iowaworkforce.org](http://www.iowaworkforce.org)  
(*for issues involving wage payment, unemployment claims and  
workers' compensation*)

## **Long Term Care Ombudsman**

515-725-3327 or 1-800-532-3213  
<http://www.state.ia.us/elderaffairs/advocacy/ombudsman.html>  
(*for issues related to long-term care, including nursing  
facilities, assisted living programs, and elder group homes*)

## **Citizens' Aide/Ombudsman**

515-281-3592 or 1-888-426-6283  
<http://www.legis.state.ia.us/ombudsman/>  
(*for issues involving state or local government*)

## **The Martindale-Hubbell Legal Directory**

[www.martindale.com](http://www.martindale.com) (Click on "Dispute Resolution")

## **Iowa Association for Dispute Resolution**

<http://www.iowaadr.org/>

*Attorneys may also be able to provide additional options for  
resolving disputes without going to court.*