



ANNUAL REPORT 2025

Office of Consumer Protection

consumer@cabq.gov
1 Civic Plaza, 4072
Albuquerque, NM 87102

Published March 10, 2026

ABOUT THE OFFICE OF CONSUMER PROTECTION

The Office of Consumer Protection (OCP) works to:

- Help consumers understand their rights and avoid unfair and deceptive business practices.
- Expand City services to help those who have been harmed by an unfair practice.
- Advocate to strengthen legal protections for consumers.
- Take action against businesses that violate the law or take advantage of consumers.

The Office of Consumer Protection takes complaints from consumer about businesses in Albuquerque.

The data collected helps inform policy to better protect consumers.

Operating Highlights

The Office of Consumer Protection underwent a period of organizational transition during 2025. Staffing and operational activities have been rebuilt heading into 2026.

“The Consumer Protection office is helping Burqueños fight back against scams and consumer fraud.” Mayor Keller

Looking Ahead

The Office of Consumer Protection will focus its efforts in the coming year into educating, implementing and enforcing the tax preparer ordinance to ensure residents receive fair and transparent services, and tracking consumer issues in the local housing market.

EDUCATION & OUTREACH

Through the Financial Empowerment Office and the Office of Consumer Protection and its partners, the following community outreach activities were conducted in 2025:

- Scam Prevention Class at the Palo Duro Senior Center on Jan. 16.
- Frauds and Scams Seminar at the Santa Barbara Senior Center on Feb. 18.
- Press Conference Launch of the Office of Financial Empowerment City of Albuquerque on Feb. 25.
- Scam Prevention Class at the Bear Canyon Senior Center on March 5.
- Frauds and Scams Seminar at the Three Fountains Senior Apartments on July 18.
- Scam Prevention Class at the Cesar Chavez Community Center on Aug. 13.
- Scam Prevention Class at the Los Duranes Community Center on Aug. 27.
- Updated [Renter's Guide to the City of Albuquerque Housing Code](#) in September.
- Panelist at the 3rd Age Friendly Summit at CNM Workforce Center on Oct. 31.



Photos of the 3rd Age Friendly Summit: of the panelists and of the attendees.

CONSUMER COMPLAINT DATA

The Consumer Complaint Database went live in 2022 and began accepting complaints from the public about problems consumers experienced with businesses in Albuquerque.

Consumers can file complaints online, by phone, or email.

- In 2022, 75 complaints were recorded.
- In 2023, 236 complaints were recorded.
- In 2024, 114 complaints were recorded. Recording was limited due to staffing vacancies throughout the year.
- In 2025, 237 complaints were recorded. Recording was limited due to staffing vacancies through part of the year.



*Please note that some complaints fall into more than one of the categories listed.

- “Consumer Housing” refers to landlord-tenant matters, including code enforcement, fee disputes, and renter’s rights.
- “Other” refers to matters that do not fall within a specific category, including improper licensing, charitable organizations dispute, fraud, real estate contracts and non-identified issues.

For more information and resources on tax preparation, renter’s rights, scams and other consumer issues, please visit: www.cabq.gov/consumer