

SOUTH CAROLINA GOVERNMENT RESOURCES: WHO TO CALL, WHAT TO DO

A compilation of contacts for a variety of situations in which a resident may need assistance or information from a government entity or other authority

*Adapted from an S.C. State Library publication by the House Legislative Oversight Committee
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For crisis intervention requiring law enforcement, fire, or ambulance, dial 911.

[Part 1](#): Basic Portals for information

[Part 2](#): Victims of Abuse (domestic, criminal, sexual, child, elderly)

[Part 3](#): Accidents and emergencies with Natural Resources

[Part 4](#): Fraud

[Part 5](#): Consumer Affairs

[Part 6](#): Other Issues

PART ONE: BASIC PORTALS FOR ASSISTANCE

- [SC.GOV](#)
 - As the state government homepage, this site has a wealth of links.
 - **Online “Contact Us” Form** - <http://www.sc.gov/Pages/contactUs.aspx> is a form to send email, but has phone numbers for assistance clearly available.
 - **Text4Help** - If you need assistance and cannot find the information you are looking for on the website, you **may send a text message to the Text4Help Number - 803-258-0717**. This number is available: Mon. – Fri., 8 a.m. to 5 p.m., Eastern Time and is not available on state holidays.
 - The **Help Center** is a useful tool to access frequently asked questions - <http://www.sc.gov/Pages/helpCenter.aspx>.
 - **Online services for residents** <http://www.sc.gov/OnlineServices/Pages/Residents.aspx>
Excellent, detailed list of links to specific agency sites for a variety of situations.
 - The **State Operator** may be contacted at 803-896-0000.

- **State Government Ombudsman**
 - Website: <http://ombudsman.sc.gov/>
Wade Hampton Building
1205 Pendleton Street
Columbia, South Carolina 29201
Telephone: (803) 734-5049
Fax: (803) 734-1428

- **South Carolina State Library**
 - Website: <http://www.statelibrary.sc.gov>
 - **Phone Number:** 803-734-8026
- **South Carolina State Legislators**
 - Website: <http://www.scstatehouse.gov/index.php>
- **Charities and Non-Profits in S.C.**
 - Website: <https://www.sciway.net/org/comm.html>
- **Children and Adolescents Services Resource Map**
 - Website: <http://scicca.com/>

PART TWO: VICTIMS OF ABUSE OR VIOLENCE

- **South Carolina Office of the Governor Crime Victim Ombudsman**
 - Website: <http://cvo.sc.gov/index.html>
 - Toll-Free Phone Number: 1-888-238-0697
 - If you are the **victim of a crime** and feel that your rights as a crime victim have been violated, you may file a complaint here:
https://iqconnect.lmhostediq.com/iqextranet/EForm.aspx?_cid=FSL_SC_CVO&_fid=100016
- **State Office of Victim Assistance**
 - Website: <http://sova.sc.gov/>
 - Toll-Free Phone Number: 1-800-220-5370
- **Report Suspected Human Trafficking**
 - Report online at www.ice.gov/tips.
 - Report to the Department of Homeland Security at 1-866-347-2423. Visit <https://www.dhs.gov/blue-campaign> for more information.
 - Call the [National Human Trafficking Resource Center](#) (NHTRC) at 1-888-373-7888 to get help or connect with a service provider in your area. The NHTRC is not a law enforcement or immigration authority and is operated by a nongovernmental organization.
- **Child Abuse Issues**
 - If you see or suspect abuse, report it to the appropriate authorities.
 - **Dial 911**
 - Call the local or state law enforcement agency
 - Report to the appropriate **South Carolina Department of Social Services** county office. Contact numbers can be found here: <https://dss.sc.gov/contact/>.
 - **CyberTipline** is a means for reporting certain online crimes against children. Reports may be made 24/7 at <http://www.missingkids.org/gethelpnow/cybertipline> or 1-800-843-5678. The CyberTipline is operated by the National Center for Missing & Exploited Children, a nongovernmental organization.
 - **National Child Abuse Hotline:** 1-800-422-4453. Available 24/7 and operated by Childhelp, a nongovernmental organization.

- **Abuse of Seniors, Disabled or Vulnerable Persons, Civil Rights**
 - If you see or suspect abuse, report it to the appropriate authorities.
 - **Dial 911**
 - Call the local or state law enforcement agency
 - If the alleged incident took place **in a residential facility** contracted with or operated by the S.C. Department of Disabilities and Special Needs or the S.C. Department of Mental Health, then you need to report the incident to the **Vulnerable Adult division of the South Carolina Law Enforcement Division (SLED)** at **1-866-200-6066**.
 - If the alleged incident took place **in a private facility**, such as a private nursing home or a community residential care facility (often referred to as “assisted living” facilities), then you need to report the matter to the **South Carolina Long Term Care Ombudsman’s Office**, Lieutenant Governor’s Office on Aging at 1-800-868-9505. For more information, visit <http://aging.sc.gov/contact/Pages/OmbudsmanRegionalContacts.aspx>.
 - If the alleged incident took place **in the community or a person’s private residence**, then you need to report it to the appropriate **South Carolina Department of Social Services** county office. Contact numbers can be found here: <https://dss.sc.gov/contact/>.

- **State Law Enforcement Division (SLED)**
 - Website: <http://www.sled.sc.gov/default.aspx?MenuID=Home>
 - Citizen Complaint Process - <http://www.sled.sc.gov/ComplaintProcess.aspx?MenuID=GeneralInformation>
 - Amber Alert Information - <http://www.sled.sc.gov/AMBERHome.aspx?MenuID=AmberAlert>
 - The Amber Alert program is used to broadcast critical information relating to missing children.
 - Sex Offender Registry - <http://scor.sled.sc.gov/ConditionsOfUse.aspx>
 - Information - <http://www.sled.sc.gov/BlueHome.aspx?MenuID=BlueAlert>
 - Contact SLED at (803)896-7133, available 24/7.
 - The Blue Alert Program is used to broadcast information relating to the death or serious injury of a law enforcement officer.
 - Vulnerable Adult Investigations Unit - <http://www.sled.sc.gov/Vulnerable.aspx?MenuID=VulAdult>
 - Phone Number: 1-866-200-6066

- **Department of Disabilities and Special Needs**
 - For general information regarding the Department of Disabilities and Special Needs, please visit their website at <http://www.ddsn.sc.gov/Pages/default.aspx>.
 - For information about how to report abuse (children, elderly, etc.), please visit <http://www.ddsn.sc.gov/about/Pages/HowToReportAbuse.aspx>.
 - For information about the mandatory reporting of child abuse and neglect, please visit <https://webapps.uts.sc.edu/childlaw/specialneeds/>.

- **South Carolina Department of Probation, Parole and Pardon Services**
 - Website: <http://www.dppps.sc.gov/index.html>
 - Victim Services: http://www.dppps.sc.gov/victims_services.html
 - Victims’ Bill of Rights: http://www.dppps.sc.gov/victims_bill_of_rights.html

PART THREE: ACCIDENTS AND EMERGENCIES INVOLVING NATURAL RESOURCES

To report chemical spills, oil spills, or fish kills call DHEC's toll-free 24-hour emergency response line at 1-888-481-0125. In Columbia, call 803-253-6488.

- **South Carolina Department of Natural Resources**
 - Website: <http://www.dnr.sc.gov/>
 - For a directory of important phone numbers for the Department of Natural Resources (including a full list of regional offices), please visit <http://www.dnr.sc.gov/admin/phone.html>.
 - To report an anonymous tip to DNR, please visit <http://www.dnr.sc.gov/law/OGT.html>.
 - To report poaching, please call 1-800-922-5431.
 - For information relating to nuisance wildlife (bears, alligators, etc.), please visit <http://www.dnr.sc.gov/wildlife/nuisance.html>.

- **South Carolina Forestry Commission**
 - Website: <http://www.state.sc.us/forest/fireburn.htm#wildfire>
 - Report woods arson at 803-896-8838 or to SLED's 24/7 Arson Hotline: 1-800-92-ARSON
 - If you see a wildfire: CALL 1-800-777-FIRE (3473). Wildfires can also be reported to 911 if that service is available in your county.

PART FOUR: FRAUD

- **South Carolina Inspector General**
 - Report fraud, waste, abuse, mismanagement, or misconduct involving an S.C. state agency or employee.
 - Website: <http://apps.sc.gov/OIGComplaintForm/ComplaintForm.aspx>
1-855-SC-FRAUD (1-855-723-7283)
OIG@OIG.SC.GOV

- **Insurance Fraud - South Carolina Attorney General's Insurance Fraud Hotline**
 - Call 1-888-95-FRAUD
 - Website: <http://www.scag.gov/insurance-fraud>
 - Complaint form: <http://scattorneygeneral.wufoo.com/forms/zoc9sbz1t011x9/>

- **Medicaid Fraud - South Carolina Department Of Health and Human Services**
 - Website: <http://www.scdhhs.gov/site-page/medicaid-fraud-costs-taxpayers-millions>
 - Medicaid Fraud Hotline Phone Number 1-888-364-3224

- **Medicaid Provider Fraud or Patient Abuse - Attorney General's Medicaid Fraud Unit**
 - Medicaid Fraud Unit Columbia: 803-734-3660 or toll-free: 1-888-NO-CHEAT (1-888-662-4328)
 - Website: <http://www.scag.gov/medicaid-fraud>

- **Securities Fraud - South Carolina Attorney General's Office Securities Division**
 - Complaint Information: <http://www.scag.gov/registering-a-complaint>
 - Complaint Form: <http://www.scag.gov/securities-complaint-form>
- **Unemployment Insurance Fraud - South Carolina Department of Employment and Workforce**
 - Website: <https://dew.sc.gov/tools-resources/report-ui-fraud>
 - Unemployment Insurance Fraud Hotline: 1-800-868-1488 or 803-737-2400, Option 7
 - SC Department of Employment and Workforce Benefit Payment Control, Post Office Box 995 Columbia, SC 29202
 - Fax: 803-737-0422
- **Tax Fraud**
 - South Carolina Department of Revenue Website: <https://dor.sc.gov/report-tax-fraud>

PART FIVE: CONSUMER AFFAIRS

- **South Carolina Department of Consumer Affairs** <http://www.consumer.sc.gov>
 - The South Carolina Department of Consumer Affairs is the state's consumer protection agency.
 - Complaint Process: <http://www.consumer.sc.gov/consumer/ComplaintInstructions/Pages/default.aspx>
 - Consumer Information <http://www.consumer.sc.gov/CONSUMER/Pages/default.aspx> (Includes information for struggling homeowners)
- **South Carolina Department of Insurance Consumer Services**
 - Website: <http://doi.sc.gov/>
 - Columbia: (803) 737-6180; toll-free number: (800) 768-3467 (Accessible only in South Carolina); email: consumers@doi.sc.gov
- **South Carolina Department of Labor, Licensing and Regulation**
 - Website: <http://www.llr.state.sc.us>
 - A complaint against a licensee, or an unlicensed person practicing a profession or occupation that requires a license, may be made here: <https://eservice.llr.sc.gov/Complaints/>.
- **Better Business Bureau (Not a State Agency)**
 - Website: <https://www.bbb.org/en/us>
- **Office of Regulatory Staff**
 - The Office of Regulatory Staff (ORS) can assist constituents through its online consumer complaint/inquiry form for complaints with utilities companies.
 - Website: <http://www.regulatorystaff.sc.gov/consumerservices/Pages/ResolveDisputes.aspx>).

- **Other Utility Complaints**
 - For problems with a city-owned utility, contact the appropriate **city government agency** or commission. See the Municipal directory at MASC:
<http://www.masc.sc/municipalities/directory/Pages/default.aspx>
 - For problems with an electric cooperative, contact a member of the cooperative's board.
 - For problems with a long distance telephone company, please visit:
<http://www.fcc.gov/complaints>

- **South Carolina Small Business Regulatory Review Committee**
 - Website: <https://www.scommerce.com/small-business-regulatory-review-committee>

- **South Carolina Department of Health and Environmental Control**
 - **DHEC's Office of Constituent Services** may be reached at 803-898-3432
 - For a directory of DHEC contact information, organized by topic, please visit
<http://www.scdhec.gov/Apps/Agency/Contact/>.
 - For contact information related to the public health clinic in your area, please visit
<http://www.scdhec.gov/Health/PublicHealthClinics/LocationsHoursContactInfo/>.
 - **For information regarding privacy complaints**, please visit -
<http://www.scdhec.gov/Agency/ComplianceComplaints/>.
 - Food Safety Complaint about an S.C. Food Service -
<http://www.scdhec.gov/FoodSafety/FileaComplaint/>
 - **Healthcare Regulation Contact Information** -
<http://www.scdhec.gov/Health/FHPF/HealthFacilityRegulationsLicensing/ContactUsforAssistance/>

- **South Carolina Department of Education Ombudsman**
 - Website: <https://ed.sc.gov/newsroom/ombudsman/>
 - After consulting with local school officials, if a problem with school sanitation or safety persists, please contact [your local DHEC Environmental Health office](#) to discuss your concern.
 - If you have concerns about mold, mildew or indoor air quality at your child's school, please contact the school principal or local school officials.
 - If you are concerned about a food safety-related issue at your child's school, you can [file a food safety complaint](#) about a school food service online with DHEC.

PART SIX: OTHER ISSUES

- **Voter Registration**
 - **General Information** - <https://www.scvotes.org/south-carolina-voter-registration-information>
 - **Absentee Voting Information** - <https://www.scvotes.org/absentee-voting>

- **Homelessness**
 - **HUD in South Carolina** http://portal.hud.gov/hudportal/HUD?src=/states/south_carolina
 - **Sciway listing of food banks and homeless shelters**
<https://www.sciway.net/org/sc-homeless.html>
 - **211.org** (not a state agency) **listing of homeless shelters**
http://www.sc211.org/index.php/component/cpx/?common_id=277&task=search.query&code=BH-1800.8500
 - Homelessness is a responsibility of the city and county governments. Look for an office of social services, community development, or Council on Homelessness in the city and county government webpages for shelters and assistance.

- **South Carolina Freedom of Information Act**
 - **South Carolina Press Association** (not a state agency) has a wealth of information available about the South Carolina Freedom of Information Act.
 - *The Public Official's Guide to Compliance with the Freedom of Information Act*, SCPA's FOIA booklet, is available from the South Carolina Press Association, along with several other FOIA resources - <http://scpress.org/foia.html>

- **Traveler Information**
 - **SC Department of Transportation 511** <http://www.511sc.org/> - An interactive map to find road conditions.
 - For emergency response information, including SHEP (State Highway Emergency Program) and coastal evacuation information, please visit <https://www.scdot.org/travel/travel-emergencyresponse.aspx>.