



## HOW TO SUBMIT COMPLAINTS ABOUT CANNABIS AND HEMP PRODUCTS IN LOS ANGELES COUNTY

### Keep Communities Safe

As concerned residents, we play an important role in ensuring that California's commercial cannabis and hemp laws and regulations are upheld. State and local regulatory agencies rely on the public to be their eyes and ears in the community. Submitting reports to the County or other responsible agencies helps keep our communities safe.

If you suspect any of these violations, please report them to the appropriate complaint portal or call the appropriate agency (California Department of Cannabis, California Department of Public Health, or LA County Public Health). Refer to contact information on next page.





## Cannabis-related violations include:

- Cannabis sales outside of legal dispensaries
- Cannabis sales to minors
- Cannabis packaging that is attractive to children
- Unregulated hemp products
- THC concentration levels that include other active ingredients (in milligrams per serving, servings per package, and milligrams for the package)
- Claims of health benefits on cannabis packaging as a result of the consumption of cannabis

## How to submit the complaint

Gather the following information before submitting a complaint:

- Information about the license (retailer, cultivator, etc.)
- Business name
- Complaint location (address, city, and county)
- Complaint details
- Brand name, product name, package size
- Batch number or lot code—a number used to trace the product (best buy date, expiration date, etc.)
- Product manufacturer's name and address
- Pictures of the product are very important to include: picture of the package's front panel and back panel (attach pictures of relevant information and angles of the product).

## Complaint Types and Agency Contact Info

### CANNABIS SALES OUTSIDE OF LEGAL CANNABIS DISPENSARIES

Sales of cannabis products in unlicensed cannabis dispensaries and other stores not originally intended to sell cannabis (smoke shops, convenience stores, licensed tobacco retailers, gas stations, etc.) is not allowed.

Note: Cannabis products are only allowed to be sold in licensed dispensaries.

State Department of Cannabis Control, (DCC)  
(1-844-612-2322)



### UNREGULATED HEMP PRODUCTS THAT CAN BE INHALED OR SMOKED

Sales of hemp products containing more than 3 mg per gram of THC is prohibited. This includes food and beverages, smokable products, and inhalants.

California Department of Public Health (CDPH)  
(1-800-495-3232)



### CANNABIS SALES TO MINORS AND MARKETING TO CHILDREN

Cannabis marketing materials that cater to children, including cartoon characters and words like "candy" on the package, as well as products that mimic popular kid-friendly food brands, are not allowed.

State Department of Cannabis Control (DCC)  
(1-844-612-2322)



### UNREGULATED EDIBLE HEMP PRODUCTS

All cannabis edibles, regardless of hemp content, in food and drinks are prohibited to be sold in markets or liquor stores.

Los Angeles County Department of Public Health,  
Environmental Health (EH) (1-888-700-9995)

