

Consumer Bill of Rights



- 1 Right to Safety
- 2 Right to Be Informed
- 3 Right to Choose
- 4 Right to Be Heard
- 5 Right to Education
- 6 Right to Redress



Worcester Consumer Rights Program

Working in cooperation with
Massachusetts Attorney
General's Office. Funded by
the Massachusetts Attorney
General's Office.

We are the Worcester Consumer Rights Program (WCRP) and we work with the Massachusetts AGO's Office to mediate consumer disputes with businesses.

The program is voluntary and does not carry any costs to consumers or businesses. You may file your complaint directly (in-person or by mail) with our office or online with the AGO.

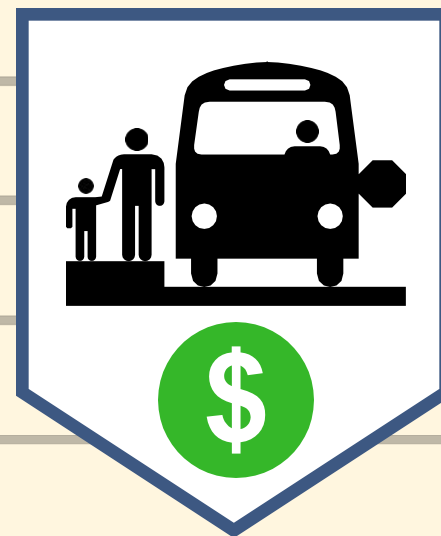


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The City of Worcester is committed to principles of equal opportunity and affirmative action.

Updated 10/2025

Consumer Rights for Youth



Educating
Young People on
Finances and
Spending

City of Worcester
Consumer Rights Program

Kids

Teens

College Students

Learn types of money
(coins, cash, credit, debit)

Consider necessities versus
luxuries (wants)

Set aside money for saving

Compare item prices

Practice reading recites

Visit a bank or credit union

Identify meaning of sales,
ads, and commercials

Choose a realistic financial
goal

Beware of online scams and
fraud



Compare items' prices to
their quality

Read companies' fine print

Learn about types of
accounts (saving, checking)

Request and keep recites

Practice returning,
exchanging, and refunding
items



Make and stick to a budget

Use traceable methods of
payment (debit card, check, etc.)

Keep personal financial
information private

Shop online from trusted
websites

Beware of deals that are too
good to be true

Build credit through timely
payment of debts

Consider interest rates when
accepting loans

Document concerns and
communications with businesses

Checkout this YouTube video!
"Helping Your Teen Make
Spending Decisions"

