# **City of Worcester**



# **Consumer Rights Program**

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

Worcester Consumer Rights Program

# **Worcester Consumer Rights Program**

Proudly serving the residents of Worcester and neighboring towns of:
Auburn, Berlin, Blackstone, Boylston, Clinton, Cochituate, Douglas, Grafton, Holden, Hopedale, Leicester, Medway, Mendon, Milford, Millbury, Millis, Millville, Northborough, Northbridge, Paxton, Shrewsbury, Southborough, Sutton, Upton, Uxbridge, West Boylston, and Westborough.

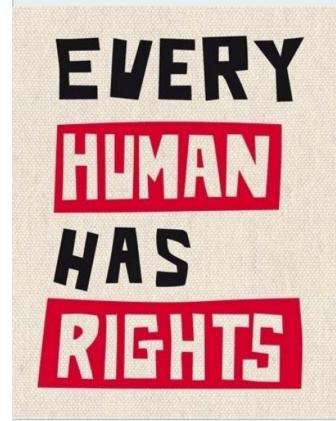
Worcester Senior Center 128 Providence Street Room 209A Worcester, MA 01604

P: 508-799 -1232, X48018 F: 508-799 1743

Revised 10/2023

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





Your Consumer Rights Agencies:

# Worcester Consumer Rights Program (WCRP)

Senior Center Room 209A

128 Providence Street

Worcester, MA 01604

T: 508-799 1232, ext. 48018

http://www.worcesterma.gov/ocm/human-rights/consumer-rights-program

Car Sales & Financing, defective products, home improvement contracts, consumer frauds, debt collection, telemarketing fraud, utility bills, identity theft.

Cost: Free mediation service

### **Worcester Fair Housing Project (WFHP)**

Community Legal Aid

370 Main Street, Worcester, MA

T: 508-752 3718

http://www.worcesterma.gov/ocm/human-rights/fair-housing-project

Housing discrimination, racial harassment, refusal to rent due to family status, refusal to remove lead paint, interference with housing subsidies and discrimination based on disability.

Cost: Free

# **Small Claims Court—Worcester District**

225 Main Street

Worcester, MA 01608

T: 508-831 2010

http://www.mass.gov/courts/selfhelp/small-claims/

Consumer may sue businesses for claims up to \$7,000 for issues relating to unfair and deceptive practices.

Cost: Call number for information on filing fee.

### **Family Services of Central Massachusetts**

799 West Boylston Street

Worcester, MA T: 508-756 4646

http://www.fscm.org/mediation/

Small Claims, Probate and Juvenile cases, mediation to families, landlord/tenant conflicts, family conflicts, housing, the elderly and couples facing divorce, child support and child custody issues.

Cost: Call number for information on fee.

#### **Better Business Bureau of Central MA**

6 Park Avenue, Suite 100

Worcester, MA 01605

T: 866-566 9222

http://www.bbb.org/central-western-massachusetts/

General marketplace issues.

Cost: Free mediation service

# Worcester County Bar Association Lawyer Referral Service (LRS)

19 Norwich Street

Worcester, MA 01608

T: 508-752 1311

http://www.worcestercountybar.org

Consumer Protection, Elder law, Healthcare, Housing Rights, Identity Theft, Insurance, Lemon Law.

Cost: Call number for information on fee.

# **Massachusetts Commission Against Discrimination (MCAD)**

1 Ashburton Place, Suite 601

Boston, MA 02108

T: 617-994-6000

http://www.mass.gov/mcad/

Discrimination in housing, employment, public accommodation, mortgage, lending and credit.

Cost: Free mediation service

# Massachusetts Office of Consumer Affairs & Business Regulations

10 Park Plaza, Suite 5170

Boston, MA 02116 T: 617-973 8787 or 888-283 3757

www.mass.gov/consumer

General Consumer issues and information on MA consumer rights.

### Office of the Attorney General Commonwealth of Massachusetts

10 Mechanic Street, Suite 301

Worcester, MA 01608

T: 508-792 7600

617-727 8400 (Consumer Hotline)

http://www.mass.gov/ago/

Civil rights, healthcare, student loan assistance, victim witness, elder hotline, fair labor division, etc.

### Federal Trade Commission Bureau of Consumer Protection

600 Pennsylvania Avenue Washington, DC 20580

T: 202-326 2222

https://www.ftccomplaintassistant.gov

Fraud, scams, phishing, identity theft, unwanted telemarketing, credit or debt issues, or other unfair business practices.

#### **Consumer Financial Protection Bureau**

PO Box 4503

Iowa City, IA 52244

T: 855-411 2372

http://www.consumerfinance.gov/

A U.S. government agency that makes sure banks, lenders, and other financial companies treat consumers fairly.