



## 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

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*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  
Worcester, MA 01604

P: 508-799 -1232, X48018

F: 508-799 1743

*Revised 10/2025*

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

**DID YOU  
KNOW?**

**EVERY  
HUMAN  
HAS  
RIGHTS**

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](http://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.