

DO YOU KNOW YOUR
CONSUMER
RIGHTS?



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, Milville,
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.

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

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.