

How to File a Consumer Complaint

Are you experiencing engine problems with your new car? Are you having problem with a home improvement contractor? Having trouble redeeming your gift card? If you have a consumer complaint, there are a number of state agencies that work to educate Massachusetts consumers about their rights and assist them in resolving complaints.

The Office of Consumer Affairs and Business Regulation will provide you with information on your consumer rights and a referral to the appropriate consumer agency in your area for assistance with a complaint. You can reach the Office of Consumer Affairs Consumer Hotline at (617) 973-8787 or toll free at (888) 283-3757. You may also reach us by email at consumer@state.ma.us or use our online Contact Form.

The Attorney General's Consumer Protection Division offers a similar information and referral service. While they will not take legal action on an individual complaint, they may consider filing suit if there is a pattern of complaints that affect a large number of people. You can reach the Attorney General's Consumer Protection Hotline at (617) 727-8400 or file a complaint online at [File a Complaint with the Attorney General's Office](#).

There are also other consumer protection agencies that deal with problems regarding specific industries. For contact information, click on the following link: www.mass.gov/consumer/complaints.

What You Need to Know When Filing a Complaint

- Under most circumstances, your complaint will be considered a public record and be available to any member of the public upon request.
- When responding to such a request, we generally do not disclose the name, address, phone number, or any other information that identifies the person filing the complaint.
- The complaint in its entirety may be disclosed to law enforcement and regulatory agencies who may assist in resolving the complaint.