

## Local Consumer Programs

As part of our services to consumers, the Attorney General's Office provides grants to a statewide network of Local Consumer Programs (LCPs). These nonprofit programs handle many consumer complaints in their own regions of the state where their local knowledge and community involvement enable them to provide effective assistance to consumers, allowing the Attorney General's Office to focus on statewide patterns of deceptive and unfair trade practices and on more complex complaints.

There are currently 21 LCPs partnering with the Attorney General's Office to assist consumers.

The LCPs provide information to callers concerning state and federal consumer protection laws. In addition, they offer free voluntary phone-based mediation services to consumers who have filed complaints concerning problems they may have encountered with businesses. The staff of the LCPs receive over 10,000 written complaints each year.

Information gathered by the LCPs is available to the Attorney General's Office. The AGO uses the information to identify trends and it may form the basis for legal actions filed on behalf of large numbers of affected consumers.

[Download a copy of the AGO Consumer Advocacy & Response Division Brochure](#) 

## Local Consumer Programs for FY 2017

### Statewide

Neighborhood of Affordable Housing, Inc.  
143 Border Street,  
East Boston, MA 02128  
Phone: 617-567-5882  
Email contact page: [noahcdc.org/askaquestion](http://noahcdc.org/askaquestion)  
Website: [noahcdc.org](http://noahcdc.org)

**Service Area:** Statewide\*

\*HOME OWNER/MORTGAGE CASES ONLY. Complaints and Requests for Assistance must first be submitted to the Attorney General's Consumer Advocacy & Response Division (CARD) for a referral to this Consumer Assistance provider

### Berkshire County

Berkshire County Regional Housing Authority  
1 Fenn Street, 4th Floor  
Pittsfield, MA 01201  
Phone: (413) 344-4861  
Fax: (413) 443-8137  
Email: [katea@bcrha.com](mailto:katea@bcrha.com)  
Website: <http://bcrha.com/dispute-resolutionmediation-program/>

**Service Area:** Adams, Alford, Becker, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesborough, Lee, Lenox, Monterey, Mount Washington, New Ashford, New Marlborough, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, Windsor

## Boston

City of Boston, Mayor's Office  
Consumer Affairs and Licensing Division  
City Hall, Room 817  
Boston, MA 02201-2039  
Phone: (617) 635-4165  
Fax: (617) 635-4174  
Email: [mocal@boston.gov](mailto:mocal@boston.gov)  
Website: <https://www.boston.gov/departments/consumer-affairs-and-licensing>

**Service Area:** Boston, Allston, Brighton, Charlestown, Dorchester, East Boston, Hyde Park, Jamaica Plain, Mattapan, Roslindale, Roxbury, South Boston, West Roxbury

## Cambridge

Cambridge Consumers' Council  
831 Massachusetts Avenue  
Cambridge, MA 02139  
Phone: (617) 349-6150  
Fax: (617) 349-6148  
Email: [consumer@cambridgema.gov](mailto:consumer@cambridgema.gov)  
Website: <https://www.cambridgema.gov/consumercouncil>

**Service Area:** Cambridge, Somerville, Waltham

## Cape Cod

Consumer Assistance Council, Inc.  
149 Main Street  
Hyannis, MA 02601  
Phone: (508) 771-0700  
Toll-free: (800) 867-0701  
Fax: (508) 771-3011  
Email address: [info@consumercouncil.com](mailto:info@consumercouncil.com)  
Website: [www.consumercouncil.com](http://www.consumercouncil.com)

**Service Area:** Aquinnah, Barnstable, Bass River, Bourne, Bournedale, Brewster, Buzzard's Bay, Cataumet, Cotuit, Cummaquid, Centerville, Chappaquiddick Island, Chatham, Chathamport, Chilmark, Craigville, Dennis, Dennisport, East Dennis, East Fairhaven, East Falmouth, East Harwich, East Sandwich, Eastham, East Orleans, Edgartown, Falmouth, Forestdale, Gosnold, Gray Gable, Harwich, Harwichport, Hatchville, Hyannis, Hyannisport, Madaket, Marston Mills, Martha's Vineyard, Mashpee, Monument Beach, Nantucket, National Seashore, New Seabury, Nickerson State Park, North Chatham, North Eastham, North Falmouth, North Harwich, North Truro, Oak Bluffs, Orleans, Osterville, Otis Air Force Base, Pocasset, Provincetown, Sagamore, Sagamore Beach, Sandwich, Siasconset, South Brester, South Chatham, South Dennis, South Harwich, South Mashpee, South Orleans, South Truro, South Wellfleet, South Yarmouth, Surfside, Teaticket, Tisbury, Truro, Vineyard Haven, Waquoit, Wellfleet, West Barnstable, West Brewster, West Chatham, West Dennis, West Falmouth, West Harwich, West Tisbury, West Yarmouth, Woods Hole, Yarmouth, and Yarmouthport

## Fall River

Fall River Community Development Agency  
One Government Center, 4th floor  
Fall River, MA 02722  
Phone: (508) 679-0131  
Fax: (508) 679-0752  
Email address: [ksoares@fallriverma.org](mailto:ksoares@fallriverma.org)  
Website: [www.fallriverma.org](http://www.fallriverma.org)

**Service Area:** Fall River

## Franklin County

Consumer Protection Office  
Northwestern District Attorney's Office  
13 Conway Street  
Greenfield, MA 01301  
Phone: (413) 512-5902  
Fax: (413) 773-3278  
Website: <https://northwesternda.org/consumer-protection>  
Email address: [NWD.CPU@state.ma.us](mailto:NWD.CPU@state.ma.us)

**Service Area:** Ashburnham, Ashfield, Athol, Barre, Bernardston, Buckland, Colrain, Conway, Deerfield, Erving, Gardner, Gill, Greenfield, Hardwick, Hawley, Heath, Hubbardston, Leverett, Leyden, Monroe, Montague, New Braintree, New Salem, Northfield, Oakham, Orange, Petersham, Phillipston, Princeton, Rowe, Royalston, Rutland, Shelburne, Shutesbury, Sterling, Sunderland, Templeton, Warwick, Wendell, Westminster, Whately, Winchendon

## Hampshire County

Consumer Protection Office  
Northwestern District Attorney's Office  
1 Gleason Plaza  
Northampton, MA 01060  
Phone: (413) 586-9225  
Fax: (413) 584-3635  
Email address: [NWD.CPU@state.ma.us](mailto:NWD.CPU@state.ma.us)

**Service Area:** Amherst, Belchertown, Chesterfield, Cummington, Easthampton, Florence, Goshen, Granby, Hadley, Hatfield, Haydenville, Huntington, Leeds, Middlefield, Northampton, Pelham, Plainfield, South Hadley, Southampton, Ware, Westhampton, Williamsburg, and Worthington

## Haverhill

Consumer Protection Program  
Haverhill Community Action, Inc.

3 Washington Square, 4th Floor  
Haverhill, MA 01832

Thomas Joy, Director  
Laurie DiFruscio, Program Coordinator  
Phone: (978) 373-1971 ext. 236  
Fax: (978) 373-8966  
Email address: [tjoy@communityactioninc.org](mailto:tjoy@communityactioninc.org)  
Website: [www.communityactioninc.org](http://www.communityactioninc.org)

**Service Area:** Amesbury, Beverly, Beverly Farms, Bradford, Boxford, Byfield, Essex, Georgetown, Gloucester, Groveland, Hamilton, Hawthorne, Haverhill, Ipswich, Lanesville, Magnolia, Manchester, Merrimac, Newbury, Newburyport, Rockport, Rowley, Salisbury, Topsfield, West Boxford, West Newbury, and Wenham

## Lawrence

Greater Lawrence Community Action Council, Inc.  
305 Essex Street  
Lawrence, MA 01840  
Phone: (978) 681-4990  
Email address: [mfinelli@glcac.org](mailto:mfinelli@glcac.org)  
Website: [www.glcac.org](http://www.glcac.org)

**Service Area:** Andover, Danvers, Lawrence, Methuen, Middleton, North Andover, Peabody

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## Lowell

Middlesex Community College  
Law Center  
33 Kearney Square  
Lowell, MA 01852  
Phone: (978) 656-3342  
Fax: (978) 441-1749  
Email address: [lawcenter@middlesex.mass.edu](mailto:lawcenter@middlesex.mass.edu)  
Website: <https://www.middlesex.mass.edu/lawcenter>

**Service Area:** Ashby, Ayer, Billerica, Bolton, Burlington, Chelmsford, Devens, Dracut, Dunstable, Fitchburg, Groton, Harvard, Lancaster, Leominster, Lexington, Lincoln, Littleton, Lowell, Lunenburg, North Reading, Pepperell, Reading, Shirley, Stoneham, Tewksbury, Townsend, Tyngsborough, Wakefield, Westford, Wilmington, and Woburn

## Medford

Medford Consumer Advisory Commission  
Medford City Hall  
85 George P. Hassett Drive  
Medford, MA 02155  
Phone: (781) 393-2460

Fax: (781) 393-2108  
Email: [medfordconsadv@yahoo.com](mailto:medfordconsadv@yahoo.com)

**Service Area:** Arlington, Everett, Malden, Medford, and Winchester

## **Metro West (Natick)**

Consumer Assistance Office - Metro West, Inc.  
209 West Central Street, Suite 311  
Natick, MA 01760  
Phone: (508) 651-8812  
Fax: (508) 647-0661  
Email: [help@caomw.org](mailto:help@caomw.org)  
Website: <https://caomw.org>

**Service Area:** Acton, Ashland, Bedford, Bellingham, Blackstone, Boxborough, Carlisle, Concord, Dedham, Dover, Franklin, Framingham, Holliston, Hopedale, Hopkinton, Hudson, Marlborough, Maynard, Medway, Mendon, Milford, Millis, Millville, Milton, Natick, Needham, Northbridge, Sherborn, Stow, Sudbury, Upton, Uxbridge, Wayland, Wellesley, Weston, and Westwood

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## **New Bedford**

New Bedford City Hall  
Department of Community Services  
City Hall, Room 221  
133 William St.  
New Bedford, MA 02740  
Phone: (508) 961-3020  
Email Address: [consumer@newbedford-ma.gov](mailto:consumer@newbedford-ma.gov)

**Service Area:** Acushnet, Attleboro, Berkley, Dighton, Dartmouth, Fairhaven, Freetown, Lakeville, Marion, Mattapoisett, Middleboro, New Bedford, North Attleboro, Norton, Raynham, Rehoboth, Rochester, Seekonk, Somerset, Swansea, Taunton, Wareham, Westport.

## **Newton-Brookline**

Newton-Brookline Consumer Office  
Newton City Hall  
1000 Commonwealth Ave.  
Newton, MA 02459  
Phone: (617) 796-1292  
Fax: (617) 796-1293  
Email address: [consumer@newtonma.gov](mailto:consumer@newtonma.gov)

**Service Area:** Newton, Brookline, Belmont, and Watertown.

## **Norfolk County**

Consumer Protection Office  
Norfolk District Attorney's Office  
45 Shawmut Road  
Canton, MA 02021  
Phone: (781) 830-4879  
Fax: (781) 830-4801  
Email address: [joanne.dalabon@state.ma.us](mailto:joanne.dalabon@state.ma.us)

**Service Area:** Canton, Norfolk, Norwood, Plainville, Quincy, Walpole, and Wrentham

## **North Weymouth (MASSPIRG)**

MASSPIRG Consumer Action Center  
Whipple Center  
182 Green Street  
North Weymouth, MA 02191  
Phone: (781) 335-0280  
Fax: (781) 340-3991  
Email address: [jfoy@masspirg.org](mailto:jfoy@masspirg.org)  
Website: [www.masspirg.org](http://www.masspirg.org)

**Service Area:** Avon, Braintree, Brockton, Easton, Foxboro, Holbrook, Mansfield, Randolph, Sharon, Stoughton, and Weymouth

## **Revere**

Consumer Affairs Office  
150 Beach Street  
Revere, MA 02151  
Phone: (781) 286-8114  
Fax: (781) 485-2788  
Email address: [jellis@revere.org](mailto:jellis@revere.org)

**Service Area:** Chelsea, Lynn, Lynnfield, Marblehead, Melrose, Nahant, Revere, Salem, Saugus, Swampscott, and Winthrop.

## **South Shore (Plymouth)**

Consumer Aid Program  
South Shore Community Action Council  
71 Obery Street  
Plymouth, MA 02360  
Phone: (508) 747-7575, ext. 6226  
Fax: (508) 747-1250  
Email address: [lmtilley@sscac.org](mailto:lmtilley@sscac.org)  
Website: [www.sscac.org](http://www.sscac.org)

**Service Area:** Abington, Bridgewater, Bryantville, Carver, Cohasset, Duxbury, East Bridgewater, Halifax, Hanover, Hanson, Hingham, Hull, Humarock, Kingston, Marshfield, Norwell, Onset, Pembroke, Plympton, Plymouth, Rockland, Scituate, West Bridgewater, and Whitman

## **Springfield**

Mayor's Office of Consumer Information  
Springfield City Hall  
36 Court Street  
City Hall, Room 315  
Springfield, MA 01103  
Phone: (413) 787-6437  
Fax: (413) 787-7781  
Email address: [MOCI@springfieldcityhall.com](mailto:MOCI@springfieldcityhall.com)  
Website: [www.springfield-ma.gov/](http://www.springfield-ma.gov/)

**Service Area:** Agawam, Blandford, Brimfield, Brookfield, Charlton, Chester, Chicopee, Douglas, Dudley, East Brookfield, East Longmeadow, Granville, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Montgomery, North Brookfield, Oxford, Palmer, Russell, Southbridge, Southwick, Spencer, Springfield, Sturbridge, Sutton, Tolland, Wales, Warren, Webster, West Brookfield, West Springfield, Westfield, and Wilbraham

## **Worcester**

Office of Human Rights and Disabilities  
Worcester City Hall  
455 Main Street, Room 101  
Worcester, MA 01608  
Phone: 508-799-8486  
Fax: 508-799-1218  
Email: [humanrights@worcesterma.gov](mailto:humanrights@worcesterma.gov)  
Website: [www.worcesterma.gov/ocm/human-rights](http://www.worcesterma.gov/ocm/human-rights)

**Service Area:** Auburn, Berlin, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Northborough, Paxton, Shrewsbury, Southborough, West Boylston, Westborough, Worcester