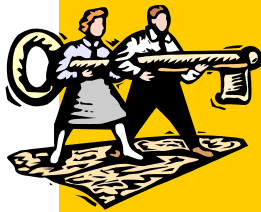


New Bedford Local Consumer Program

The Local Consumer Program can also provide consumers with information on:

- Auto Repair Suggestions
- Auto Lemon Laws
- Used Car Warranty Laws
- Scams
- Identity Theft
- Privacy Rights
- Credit
- Debt Collection
- Consumer Rights
- Landlord/Tenant Rights
- Home Improvement



KEY INFORMATION
CAN HELP YOU MAKE
SMART DECISIONS!



New Bedford Local Consumer Program

Consumer Rights Information & Mediation Services

New Bedford Local Consumer Program
Department of Community Services
City Hall, Room 221
133 William Street
New Bedford, MA 02740

Phone: 508-961-3020
508-979-1693
Fax: 508-991-6262
Email: consumer@newbedford-ma.gov

Working in Cooperation with the Office of the
Attorney General of Massachusetts

Working in Cooperation with the Office of
the Attorney General of Massachusetts

Tel: 508-961-3020 / 508-979-1464

HOW CAN THE NEW BEDFORD LOCAL CONSUMER PROGRAM HELP?

The New Bedford Local Consumer Program (LCP) operates out of the City's Department of Community Services. Funded by and working in cooperation with the Commonwealth of Massachusetts Office of the Attorney General, the LCP provides free information and mediation to area consumers.



Free Mediations or Referrals to Agencies That Can Help.

HOW DOES MEDIATION WORK?

A consumer having problems with a business may request mediation services. Staff mediators act as an intermediary between the consumer and merchant, attempting to reach a mutually acceptable solution.

The Local Consumer Program *cannot* provide legal advice or representation.

HOW MUCH DOES IT COST?

The program is funded by the Office of the Attorney General and there are no fees or income guidelines for this program.

WHO IS ELIGIBLE FOR MEDIATION?

- Residents of:

New Bedford
North Attleboro
Norton
Plainville
Raynham
Rehoboth
Rochester
Seekonk
Somerset
Swansea
Taunton
Wareham
Westport
Wrentham

- Consumers filing against a business.

We **cannot** mediate if you have already initiated legal proceedings or if your complaint is against a government agency, charity or private individual.

HOW DO I APPLY?

- Contact **508-961-3020 /508-979-1464** or **consumer@newbedford-ma.gov** to request a complaint form.
- Return the form along with **COPIES** of any documents, receipts, etc. which may help your case. **DO NOT SEND ORIGINALS.**
-

WHAT HAPPENS NEXT?

Your complaint will be reviewed once all paperwork is received. If it does not fall within the LCP jurisdiction, it will be referred to an agency that can assist you. If that happens, you will be notified.

If it does fall within the purview of the LCP, staff will mediate the complaint through an informal process via phone or mail.

Please be aware that mediation is voluntary; a business has the option to refuse to participate in the process. If LCP staff are unable to resolve your complaint, you will be advised on your options, including how to file in Small Claims Court or how to contact the local Bar Association to find a private attorney.

**Nos falamos português
Hablamos español**

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