

# File a Consumer Complaint

## State Agencies:

### Office of Consumer Affairs and Business Regulation

501 Boylston Street, Suite 5100

Boston, MA 02116

Consumer Hotline: (617) 973-8787 or (888) 283-3757 toll free (MA only)

Use our [Question / Complaint Form](#) to submit inquiries online.

The Office of Consumer Affairs and Business Regulation is committed to protecting consumers through consumer advocacy and education. We also work to ensure that the businesses our agencies regulate treat all Massachusetts consumers fairly. The Division of Banks, Division of Insurance, Division of Professional Licensure, Division of Standards, State Racing Commission, and the Department of Telecommunication and Cable all fall under the OCABR umbrella and help us to fulfill our critical mission of building better businesses and smarter consumers.

### Division of Professional Licensure (DPL)

1000 Washington Street, Suite 710

Boston, Massachusetts 02118-6100

[Detailed DPL Contact Information](#)

Phone: (617) 727-3074

Fax: (617) 727-1944

Consumer Line: (617) 727-7406

Website: [www.mass.gov/dpl](http://www.mass.gov/dpl)

[Complaint about a Licensee](#)

The Division of Professional Licensure is responsible for licensing and regulating the activities of more than 330,000 individuals, corporations and partnerships. DPL also enforces the statutes and regulations of the boards of registration.

### Department of Telecommunications and Cable (DTC)

1000 Washington Street, Suite 820

Boston, Massachusetts 02118-6500

Phone: (617) 305-3580

Fax: (617) 478-2591

Consumer Line: (617) 305-3531 or (800) 392-6066 toll free (MA only)

Website: [www.mass.gov/dtc](http://www.mass.gov/dtc)

[Department of Telecommunications and Cable Consumer Complaint Form](#)

The Department of Telecommunications and Cable regulates telecommunications and cable operators in Massachusetts according to the laws of the Commonwealth and the federal government. Our mission is to support competition in telecommunications and cable services in Massachusetts and to protect the public interest by ensuring that customers of these services are treated consistently with our regulations.

### Division of Insurance (DOI)

1000 Washington Street, Suite 810

Boston, Massachusetts 02118-6500

Consumer Line: (617) 521-7777

Website: [www.mass.gov/doi](http://www.mass.gov/doi)

[Complaint against an Insurer, Agent or Appraiser](#)

The primary mission of the Division of Insurance is to monitor the solvency of its licensees in order to promote a healthy, responsive and willing marketplace for consumers who purchase insurance products.

### Division of Banks (DOB)

1000 Washington Street, 10th Floor

Boston, MA 02118-6400

Phone: (617) 956-1500

Fax: (617) 956-1599

Consumer Line: (617) 956-1501 or (800) 495-2265 toll free (MA only)

Website: [www.mass.gov/dob](http://www.mass.gov/dob)

[File a Complaint with the Division of Banks](#)

The Division of Banks has jurisdiction over Massachusetts state-chartered financial institutions and out-of-state financial institutions that have been granted authority to do business in the Commonwealth. By law, the Division is required to examine or regulate the state-chartered financial institutions and facilities to ensure their compliance with state and federal laws and to oversee their safe and sound operation.

### **Division of Standards (DOS)**

One Ashburton Place, Room 1115

Boston, MA 02108

Phone: (617) 727-3480

Fax: (617) 727-5705

Website: [www.mass.gov/standards](http://www.mass.gov/standards)

[Division of Standards Complaint Form](#)

The Division of Standards enforces the accuracy of item pricing and price scanners, scales, weights and measures. We also accept complaints against persons or businesses licensed by our office.

### **Office of the Attorney General**

Commonwealth of Massachusetts

One Ashburton Place

Boston, MA 02108

(617) 727-8400


[File a Complaint with the Attorney General's Office](#)

### **Commonwealth of Massachusetts Board of Registration in Medicine**

200 Harvard Mill Square, Suite 330

Wakefield, MA 01880

Consumer Hotline: (800) 377-0550

[File a Complaint against a Physician or Acupuncturist](#) 

The Massachusetts Board of Registration in Medicine is the state government agency that licenses and regulates physicians in Massachusetts.

### **Federal Agencies:**

ALCOHOL, TOBACCO & FIREARMS

[Alcohol and Tobacco Tax and Trade Bureau](#)

Market Compliance Office

1310 G Street, NW, 4th Floor

Washington, DC 20220

202-927-8140 or toll free at 1-866-927-ALFD (2533)

E-mail: [ttbquestions@ttb.treas.gov](mailto:ttbquestions@ttb.treas.gov)

### **CHARITIES**

[Federal Trade Commission](#)

Consumer Response Center

600 Pennsylvania Avenue, NW

Washington, DC 20580


Phone: 1-877-FTC-HELP (1-877-382-4357)


TTY: 1-866-653-4261

[Online complaint form](#)

### **CIVIL RIGHTS**

Airline Accessibility or Discrimination  
[Aviation Consumer Protection Division](#), C-75-D  
US Department of Transportation  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590  
[Downloadable form](#)

[Transportation Security Administration](#)  
[Office of Civil Rights and Liberties](#) (TSA-6)  
External Compliance Division  
601 S. 12th Street  
Arlington, VA 22202  
Email: [TSA.OCR-ExternalCompliance@dhs.gov](mailto:TSA.OCR-ExternalCompliance@dhs.gov)  
Website: [TSA's Investigating and Resolving Complaints, Civil Rights and Civil Liberties](#) 

Housing Discrimination  
[Department of Housing and Urban Development](#)  
[Fair Housing and Equal Opportunity](#)  
Room 5204  
451 Seventh Street, SW  
Washington, DC 20410-2000  
Phone: 1-800-669-9777  
[Online Complaint Form](#)  
[Complaint Form \[PDF\]](#) 

Disabilities- Access Violations  
[Access Board](#)  
Office of Compliance and Enforcement  
1331 F Street, NW, Suite 1000  
Washington, DC 20004-1111  
Phone: 1-800-USA-ABLE (1-800-872-2253)  
Fax: 202-272-0081  
Email: [enforce@access-board.gov](mailto:enforce@access-board.gov)  
[Online complaint form](#)

## COMMUNICATIONS

**Telecommunications (includes wireless and wired phones, Internet, television, cable, email, spam, telemarketers, VoIP)**

[Federal Communications Commission](#)  
[Consumer & Governmental Affairs Bureau](#)  
Consumer Complaints  
445 12th Street, SW  
Washington, DC 20554  
Phone: 1-888-CALL-FCC (1-888-225-5322)  
TTY: 1-888-TELL-FCC (1-888-835-5322)  
Fax: 1-866-418-0232  
Email: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)  
[Online complaint form](#)

**SPAM, online auctions, e-commerce**

[Federal Trade Commission](#)  
Consumer Response Center

600 Pennsylvania Avenue, NW  
Washington, DC 20580  
Phone: 1-877-FTC-HELP (1-877-382-4357)  
TTY: 1-866-653-4261  
[Online complaint form](#)

### **Do Not Call Complaints**

[Online complaint form](#)

## FINANCIAL INSTITUTIONS

### **Credit Card Complaints**

#### **Consumer Financial Protection Bureau (CFPB)**

Credit card complaint line: (855)-411-CFPB (2372)  
Línea de asistencia para su tarjeta de crédito: (855)-411-CFPB (2372)  
TTY/TDD: (855)-729-CFPB (2372)  
Website: [www.consumerfinance.gov](http://www.consumerfinance.gov)

[File a Credit Card Complaint](#)

The Consumer Financial Protection Bureau (CFPB) was established by the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010. The CFPB conducts rule-making, supervision, and enforcement for federal consumer financial protection laws.

### **Credit Reporting Agencies**

[Federal Trade Commission](#)

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
Phone: 1-877-FTC-HELP (1-877-382-4357)  
TTY: 1-866-653-4261  
[Online complaint form](#)

### **Federal Credit Unions**

[National Credit Union Administration](#)

Phone: 1-800-755-1030  
Email: [consumerassistance@ncua.gov](mailto:consumerassistance@ncua.gov)

### **Federal Savings and Loan**

\*On July 21, 2011 supervisory responsibility for federal savings associations transferred to the Office of the Comptroller of the Currency.

[Comptroller of the Currency](#)

[Customer Assistance Group](#)

1301 McKinney Street, Suite 3450  
Houston, TX 77010-9050  
Phone: 1-800-613-6743  
Fax: (713) 336-4301  
Email: [customer.assistance@occ.treas.gov](mailto:customer.assistance@occ.treas.gov)

[Complaint Form \[PDF\]](#) 

## **Investments, Securities, Stocks, Brokers, and Traders**

[Securities and Exchange Commission](#)

100 F Street, NE

Washington, DC 20549-0213

Fax: 202-772-9295

[Online complaint form](#)

## **National Banks**

[Comptroller of the Currency](#)

[Customer Assistance Group](#)

1301 McKinney Street, Suite 3450

Houston, TX 77010-9050

Phone: 1-800-613-6743

Fax: (713) 336-4301

Email: [customer.assistance@occ.treas.gov](mailto:customer.assistance@occ.treas.gov)

[Complaint Form \[PDF\]](#) 

## **State Chartered Banks**

[Federal Deposit Insurance Corporation](#)

Division of Supervision and Consumer Protection

Consumer Response Center

2345 Grand Boulevard, Suite 100

Kansas City, MO 64108

Phone: 1-877-ASK-FDIC (1-877-275-3342)

TTY: 1-800-925-4618

Email: [consumeralerts@fdic.gov](mailto:consumeralerts@fdic.gov)

[Online complaint form](#)

## **All other Financial Institutions**

[Federal Reserve Board Consumer Help](#)

P.O. Box 1200

Minneapolis, MN 55480

Phone: 1-888-851-1920

TTY: (877) 766-8533

Fax: (877) 888-2520

Email: [ConsumerHelp@FederalReserve.gov](mailto:ConsumerHelp@FederalReserve.gov)

[Complaint form \[PDF\]](#) 

[Online complaint form](#)

## **FOOD & HEALTH**

### **Animals - Adverse Drug Effects**

[U.S. Food and Drug Administration](#)

[Center for Veterinary Medicine](#)

[Adverse Drug Experience Reporting](#)

7500 Standish Place

Rockville, MD 20855-2773

Phone: 1-888-FDA-VETS

### **Meat and Poultry**

[Food Safety and Inspection Service](#)

Phone: 1-888-674-6854 (1-888-MPHotline)

FSIS doesn't respond via online forms or postal mail.

**Medical Drugs and Products Sold Online**

[U.S. Food and Drug Administration](#)

Office of Regulatory Affairs

To report emails promoting medical products that you think are illegal, forward the email to [webcomplaints@ora.fda.gov](mailto:webcomplaints@ora.fda.gov)

[Online complaint form](#)

**Medicines, Drugs, Medical Devices, Biologics, Dietary Supplements and Cosmetics**

FDA Safety Information and [Adverse Event Reporting Program](#)

Office of the Commissioner

Office of Scientific and Medical Programs

5600 Fishers Lane, Room 12B05

Rockville, MD 20857

[Online complaint form](#)

**Vaccines**

[Vaccine Adverse Event Reporting System](#)

PO Box 1100

Rockville, MD 20849-1100

Phone: 1-800-822-7967

Fax: 1-877-721-0366

[Online complaint form](#)

**GOODS & SERVICES****Consumer Products**

[Consumer Product Safety Commission](#)

Phone: 1-800-638-2772

TTY: 1-800-638-8270

[Online complaint form](#)

**Identity Theft, Manufacturers, Deceptive and Unfair Trade Practices**

[Federal Trade Commission](#)

Consumer Response Center

600 Pennsylvania Avenue, NW

Washington, DC 20580

Phone: 1-877-FTC-HELP (1-877-382-4357)

TTY: 1-866-653-4261

[Online complaint form](#)

**Retail stores (brick and mortar)**

[Federal Trade Commission](#)

Consumer Response Center

600 Pennsylvania Avenue, NW

Washington, DC 20580

Phone: 1-877-FTC-HELP (1-877-382-4357)

TTY: 1-866-653-4261

[Online complaint form](#)

**TRANSPORTATION****Airline Service (not including safety or security)**

[Aviation Consumer Protection Division](#), C-75

U.S. Department of Transportation

1200 New Jersey Avenue, S.E.

Washington, DC 20590

Phone: 202-366-2220

TTY: 202-366-0511

[Online complaint form](#)

**Automobiles - Vehicles, Tires, and Equipment**

[U.S. Department of Transportation](#)

[National Highway Traffic Safety Administration](#)

[Office of Defects Investigations/CRD](#)

NVS-216

1200 New Jersey Ave, SE

Washington, DC 20590

Phone: 1 (888) 327-4236

TTY: (800) 424-9153

Fax: (202)366-1767

[Online complaint form](#)

**Automobile Dealers**

[Federal Trade Commission](#)

Consumer Response Center

600 Pennsylvania Avenue, NW

Washington, DC 20580

Phone: 1-877-FTC-HELP (1-877-382-4357)

TTY: 1-866-653-4261

[Online complaint form](#)

**All Terrain Vehicles**

[Consumer Product Safety Commission](#)

Phone: 1-800-638-2772

TTY: 1-800-638-8270

[Online complaint form](#)