
Massachusetts Attorney General | 617-727-8400 (Consumer Advocacy) | 617-727-3465 (Fair Labor Hotline) | 617-963-2917 (Civil Rights Division) | 617-727-2101 (Non-Profit Organizations/Public Charities Division) | 888-243-5337 (Elder Hotline)

The [Attorney General's Office](#) can deal with most consumer issues, but the most common issues are: defective products, car sales and financing, auto repossession issues, debt collection, mortgage servicing, business closures, utility bill disputes, and *issues specific to immigrants, veterans, homeless, and elderly residents of Massachusetts.*

Consumer Financial Protection Bureau (CFPB) | 855-411-2372

The CFPB is a federal institution that handles complaints concerning banks, lenders, and other financial companies. They encourage consumers to file complaints online at consumerfinance.gov/complaint

Federal Trade Commission (FTC) | 1-877-382-4357

The FTC encourages consumers to [file a complaint](#) when they have been a victim of fraud, identity theft, or deceptive business practices.

Federal Communications Commission (FCC) | 888-225-5322

The FCC handles [consumer complaints](#) concerning telecom billing and service issues. They are a federal agency and will serve your complaint on your telecom provider.

Better Business Bureau (BBB) | Visit bbb.org to file a complaint

The Better Business Bureau handles complaints that have to do with the marketplace, and a company's marketplace performance with regard to the products or services the business provided or agreed to provide.

Department of Public Utilities (DPU) | 617-737-2836 for utilities, 617-305-3559 for transportation

DPU handles [complaints](#) dealing with gas, electric, and water companies. Their Transportation Oversight Division also handles complaints having to do with bus, moving, and towing companies.

Division of Occupational Licensure (DOL) | 617-727-7406

DOL accepts [complaints against licensees](#) who are licensed by the Division. Grounds for complaints may include: failure to adhere to standards of practice, fraud, fraudulent procurement of a license, misuse of client funds or records, negligence, practice while impaired by alcohol or drugs, sexual misconduct, and unlicensed practice.