

If your complaint is suitable for consumer assistance, a consumer specialist will contact both you and the business with which you are having a dispute and attempt to resolve your problem.

The Consumer Protection Unit is also available to speak to your group about consumer rights. We can present consumer information to assist consumers in resolving their own consumer-business problem.



Janice Garrett presenting on consumer scams

We'll fight for your consumer rights!

NorthwesternDA.org



Call us with your consumer questions

**413-774-3186
Franklin County**

**413-586-9225
Hampshire County**

Working in cooperation with the MA Attorney General's Office

**Office of Northwestern
District Attorney
David E. Sullivan**

Consumer Protection Unit



**Greenfield, MA 01301
413-774-3186**

**Northampton, MA 01060
413-586-9225**

NorthwesternDA.org

Consumer Protection Unit

The Northwestern District Attorney's Office has been home to a local consumer protection program since 1973. The Consumer Protection Unit's Director, Janice Garrett, and Case Coordinator, Anita Wilson, are trained specialists who work to resolve consumer complaints through an informal process and also provide resources and referrals to the public. They deliver education and outreach programs throughout both counties, giving consumers the information they need to make informed decisions and protect themselves against scams and fraud.

The Consumer Protection Unit (CPU) works in cooperation with the MA Attorney General's Office (AGO). We are one of 17 programs throughout the state which receives a grant from the AGO to provide a local consumer program.

Consumer Protection staff will assist consumers in the following areas:

- New and Used Automobiles Purchases
- Home Improvement
- Shopping Rights
- Credit and Debt Issues
- Landlord/Tenant Rights
- Identity Theft
- Auto Repair
- Internet Sales
- Telemarketing Scams



Consumer Specialists Anita Wilson and Janice Garrett are ready to help you with your consumer needs!

Free help for Hampshire County Consumers
Anita Wilson at 413-586-9225

Free Help for Franklin County Consumers
Janice Garrett at 413-774-3186

WAYS WE CAN HELP YOU

- Help with complaints between consumers & businesses
- Offer consumer education programs
- Help to avoid scams
- Help to resolve issues related to home improvement rights, car sales & repair, credit & debit issues, ID theft, landlord/tenant disputes & telemarketing

We handle complaints through an informal process involving letters and telephone calls in an effort to reach a mutually agreeable settlement.

Consumer Protection Laws What are they?

The Consumer Protection Laws are designed to ensure fair trade competition and the free flow of truthful information in the marketplace. These laws are designed to prevent businesses that engage in unfair practices from gaining an advantage over competitors. Consumer Protection Laws are a form of government regulations which aim to protect the rights of the consumers.

To File a Complaint

1. See how to file a complaint online at NorthwesternDA.org
2. Call our office in Hampshire County at 413-586-9225 and in Franklin County at 413-774-3186
3. Please include your complete address and a telephone number where you can be reached during the day
4. Be sure to attach copies of any documentation that may be relevant to evaluating your complaint

Updated March 2018