

MONTGOMERY COUNTY, MD - DISABILITY NETWORK DIRECTORY

Consumer Protection

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Aviation Consumer Protection Division

Attn: C-75-D
U. S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590
1-800-778-4838 (Hotline)
1-800-455-9880 (TTY)
E-mail: airconsumer@oat.dot.gov
<http://airconsumer.ost.dot.gov/ACAAComplaint.htm>
Investigate air travel complaints. Download a complaint form and mail in or fill out the online travel complaint form. Hotline provides general information to consumers about the rights of air travelers with disabilities and responds to requests for printed consumer information. It also assists air travelers with time-sensitive disability-related issues that need to be addressed in "real time." Hotline Hours: 9:00 a.m. to 5:00 p.m. EST, Monday through Friday.

Better Business Bureau (BBB) of the Greater Mid-Atlantic Region

1411 K Street, NW, Suite 1000
Washington, DC 20008
202-393-8000 (V)
E-mail: info@mybbb.org
www.bbb.org/washington-dc-eastern-pa
Provide complaint filing services that relate to marketplace issues experienced with the services or products a business provides, general monitoring of advertising in the marketplace, dispute resolution services and consumer/business education programs. Information and services are provided at no cost to the public with the exception of mediation and arbitration services.

Maryland Attorney General's Office Consumer Protection Division

410-528-8662 (V)
1-888-743-0023 (Toll Free)
410-576-6372 (TTY)
E-mail: consumer@oag.state.md.us
www.oag.state.md.us/Consumer/index.htm
Mediation services to consumers to help resolve complaints against businesses and health insurance carriers. The Division can also provide information about complaints that have been filed against businesses, tell you if your new home builder or health club is properly registered and provide publications to help you make good decisions in the marketplace.

Maryland Consumer Rights Coalition

Marceline White, Executive Director
1209 N. Calvert Street
Baltimore, MD 21202
410-528-1591 (V)
E-mail: marceline@marylandconsumers.org
www.marylandconsumers.org
Statewide coalition of individuals and organizations that advances and protects the interests of consumers through education, advocacy, and training programs. Works to ensure fairness and safety in the marketplace. Advocate on behalf of consumers before the Maryland Legislature and state agencies.

Montgomery County Office of Consumer Protection

100 Maryland Avenue, Suite 330
Rockville, Md 20850
240-777-3636 (V)
240-777-3681 (24/7 Anonymous Consumer Tip Line)
E-mail: consumerprotection@montgomerycountymd.gov
www.montgomerycountymd.gov/ocp
Responsible for enforcing consumer protection laws prohibiting unfair and deceptive business acts to ensure a fair marketplace for consumers and businesses. Investigates and resolves consumer complaints, engage in consumer education and outreach, license certain businesses, and administer several programs. Online complaint filing system: http://montgomerycountymd.gov/ocp/consumer/filing_complaints.html.