

# MONTGOMERY COUNTY, MD - DISABILITY NETWORK DIRECTORY

## Consumer Protection

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### **Aviation Consumer Protection Division - U. S. Department of Transportation**

Attn: C-75-D

1200 New Jersey Avenue, SE

Washington, DC 20590

202-366-4000 (Hotline)

1-800-877-8339 (TTY)

[www.transportation.gov/airconsumer](http://www.transportation.gov/airconsumer)

**Hotline Hours:** 8:00 a.m. to 5:00 p.m. EST, Monday through Friday. Reviews and responds to consumer complaints and promotes awareness and understanding of consumer rights through online consumer information and education. Before you contact DOT for help with an air travel problem, you should give the airline a chance to resolve it. Airlines have trouble-shooters at the airports, usually called Customer Service Representatives, who can take care of many problems on the spot. If you can't resolve the problem at the airport, you may want to file a complaint with the airline. DOT requires airlines to acknowledge consumer complaints within 30 days of receiving them and to send consumers written responses addressing these complaints within 60 days of receiving them.

DOT also requires airlines to let consumers know how to complain to them. If you feel that the airline does not resolve the issue to your satisfaction, you may want to file a complaint with DOT. You may also file a complaint with DOT if you feel that you experienced unlawful discriminatory treatment in air travel by airline employees or the airline's contractors on the basis of disability or on the basis of race, color, national origin, sex, religion, or ancestry. You can download a complaint form online 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."

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

1411 K Street, NW, 10<sup>th</sup> Floor

Washington, DC 20005

202-393-8000 (V)

E-mail: [info@mybbb.org](mailto:info@mybbb.org)

[www.bbb.org/en/us/dc/washington](http://www.bbb.org/en/us/dc/washington)

**Hours:** Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. 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**

#### **Consumer Protection Division**

410-528-8662 (Consumer Hotline)

1-888-743-0023 (Toll Free)

E-mail: [consumer@oag.state.md.us](mailto:consumer@oag.state.md.us)

[www.marylandattorneygeneral.gov/Pages/CPD/default.aspx](http://www.marylandattorneygeneral.gov/Pages/CPD/default.aspx)

**Consumer Hotline Hours:** 9:00 a.m. to 3:00 p.m.

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. You can file a complaint with the Consumer Protection Division either online or by filling out and mailing a consumer complaint form.

### **Maryland Consumer Rights Coalition**

Marceline White, Executive Director

2209 Maryland Avenue

Baltimore, MD 21218

410-624-8980 (V)

E-mail: [marceline@marylandconsumers.org](mailto:marceline@marylandconsumers.org)

[www.marylandconsumers.org](http://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](mailto:consumerprotection@montgomerycountymd.gov)

[www.montgomerycountymd.gov/ocp](http://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](http://montgomerycountymd.gov/ocp/consumer/filing_complaints.html).