

MONTGOMERY COUNTY, MD - DISABILITY NETWORK DIRECTORY

Consumer Protection

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This is a project of the Commission on People with Disabilities. To submit an update, add or remove a listing, or request an alternative format please contact: DHHSWebsite@montgomerycountymd.gov, 240-777-1246 (V), MD Relay 711.

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

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, 10th Floor

Washington, DC 20005

202-393-8000 (V)

E-mail: info@mybbb.org

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. Serving Metro Washington, DC, Metro Philadelphia, and Eastern Pennsylvania.

Maryland Attorney General

Consumer Protection Division

410-528-8662 (Consumer Hotline)

1-888-743-0023 (Toll Free)

E-mail: consumer@oag.state.md.us

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
410-220-0494 (V)
E-mail: info@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 and engage in consumer education and outreach. Online complaint filing system: http://montgomerycountymd.gov/ocp/consumer/filing_complaints.html. License motor vehicle repair and towing; new home builders; radio, television and appliance installation and repair; and secondhand personal property.