

**Office of the Attorney General**

**Commonwealth of Massachusetts**



**Martha Coakley  
Attorney General**

**CROSS INDEX/REFERENCE GUIDE**

**LOCAL CONSUMER PROGRAMS**

**AND**

**FACE TO FACE MEDIATION PROGRAMS**

**2008-2009**

**MASSACHUSETTS OFFICE OF THE  
ATTORNEY GENERAL**

**Cross Index  
Local Consumer Programs**

**2008 - 2009**

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**Berkshire County Consumer Advocates, Inc.**  
**Boston Mayor's Office of Consumer Affairs and Licensing**  
**Bentley Consumer Action Line (Brockton area)**  
**Cambridge Consumers' Council**  
**Cape Cod Consumer Assistance Council, Inc.**  
**Franklin County Consumer Protection Office**  
**Hampshire County Consumer Protection Office**  
**Haverhill Consumer Protection Program**  
**Greater Lawrence Community Action, Inc.**  
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2008 - 2009

Cross Index of LCPs

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Abington	South Shore	(508) 747-7575 ext. 226
Acton	Metro West	(508) 851-8812
Acushnet	New Bedford	(508) 961-3020 (508) 979-1464
Adams	Berkshire County	(413) 443-9128
Agawam	Springfield	(413) 787-6437
Aldenville	Springfield	(413) 787-6437
Alford	Berkshire County	(413) 443- 9128
Allston	Boston	(617) 635-3834
Allerton	South Shore	(508) 747-7575 ext.226
Amesbury	Haverhill	(978) 373-1971
Amherst	Hampshire	(413) 586-9225
Andover	Lawrence	(978) 681-4900
Arlington	Medford	(781) 393-2460
Ashburnham	Worcester	(508) 849-3274
Ashby	Lowell	(978) 656-3342
Ashfield	Franklin County	(413) 774-5102
Ashland	Metro West	(508) 651-8812
Assonet	New Bedford	(508) 961-3020 (508) 979-1464

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Athol	Franklin County	(508) 849-3274
Attleboro	New Bedford	(508) 961-3020 (508) 979-1464
Auburn	Worcester	(508) 849-3274
Auburndale	Newton	(617) 796-1292
Avon	N. Weymouth	(781) 335-0280
Ayer	Lowell	(978) 656-3342
Baldwinville	Worcester	(508) 849-3274
Barnstable	Cape Cod	(508) 771-0700
Barre	Worcester	(508) 849-3274
Barrington	Berkshire County	(413) 443-9128
Bass River	Cape Cod	(508) 771-0700
Becket	Berkshire County	(413) 443-9128
Bedford	Metro West	(508) 651-8812
Belchertown	Hampshire	(413) 586-9225
Bellingham	Metro West	(508) 651-8812
Belmont	Newton	(617) 7961292
Berkley	New Bedford	(508) 961-3020 (508) 979-1464
Berlin	Worcester	(508) 849-3274
Bernardston	Franklin County	(413) 774-5102
Beverly	Haverhill	(978) 373-1971
Beverly Farms	Haverhill	(978) 373-1971
Billerica	Lowell	(978) 656-3342

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Blackstone	Worcester	(508) 849-3274
Blandford	Springfield	(413) 787-6437
Bolton	Lowell	(978) 656-3342
Bondsville	Springfield	(413) 787-6437
Boston	Boston	(617) 635-3834
Bourne	Cape Cod	(508) 771-0700
Bourne	Cape Cod	(508) 771-0700
Boxborough	Metro West	(508) 651-8812
Boxford	Haverhill	(978) 373-1971
Boylston	Worcester	(508) 849-3274
Bradford	Haverhill	(978) 373-1971
Braintree	North Weymouth	(781) 335-0280
Brewster	Cape Cod	(508) 771-0700
Bridgewater	South Shore/Plymouth	(508) 747-7575 ext. 226
Brighton	Boston	(617) 635-3834
Brightwood	Springfield	(413) 787-6437
Brimfield	Springfield	(413) 787-6437
Brockton	N. Weymouth	(781) 335-0280
Brookfield	Worcester	(508) 849-3274
Brookline	Newton	(617) 7961292
Bryantville	South Shore	(508) 747-7575 ext. 226
Buckland	Franklin County	(413) 774-5102
Burlington	Lowell	(978) 656-3342

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Buzzards Bay	Cape Cod	(508) 771-0700
Cambridge	Cambridge	(617) 349-6150
Canton	Norfolk	(617) 769-6118
Carlisle	Metro West	(508) 651-8812
Carver	South Shore	(508) 747-7575 ext. 226
Cataumet	Cape Cod	(508) 771-0700
Centerville	Cape Cod	(508) 771-0700
Chappaquiddick	Cape Cod	(508) 771-0700
Charlemont	Franklin County	(413) 774-5102
Chathamport	Cape Cod	(508) 771-0700
Charlestown	Boston	(617) 635-3834
Charlton	Worcester	(508) 849-3274
Chatham	Cape Cod	(508) 771-0700
Chelmsford	Lowell	(978) 656-3342
Chelsea	Revere	(781) 286-8114
Cherry Valley	Worcester	(508) 849-3274
Cheshire	Berkshire County	(413) 443-9128
Chester	Springfield	(413) 787-6437
Chesterfield	Hampshire	(413) 586-9225
Chicopee	Springfield	(413) 787-6437
Chicopee Falls	Springfield	(413) 787-6437
Chilmark	Cape Cod	(508) 771-0700
Clarksburg	Berkshire County	(413) 443-9128

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Clinton	Worcester	(508) 849-3274
Clucomousette	Springfield	(413) 787-6437
Cochituate	Metro West	(508) 651-8812
Cohasset	South Shore	(508) 747-7575 ext. 226
Colrain	Franklin County	(413) 774-5102
Concord	Metro West	(508) 651-8812
Conway	Franklin County	(413) 774-5102
Cotuit	Cape Cod	(508) 771-0700
Craigville	Cape Cod	(508) 771-0700
Crescent Mills	Springfield	(413) 787-6437
Commaquid	Cape Cod	(508) 771-0700
Cummington	Hampshire	(413) 586-9225
Dalton	Berkshire County	(413) 443-9128
Danvers	Lawrence	(978) 681-4990
Dartmouth	New Bedford	(508) 961-3020 (508) 979-1464
Dayeville	Springfield	(413) 787-6437
Dedham	Metro West	(508) 651-8812
Deerfield	Franklin County	(413) 774-5102
Dennis	Cape Cod	(508) 771-0700
Dennisport	Cape Cod	(508) 771-0700

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Dighton	New Bedford	(508) 961-3020 (508) 979-1464
Dorchester	Boston	(617) 635-3834
Douglas	Worcester	(508) 849-3274
Dover	Metro West	(508) 651-8812
Dracut	Lowell	(978) 656-3342
Drury	Berkshire County	(413) 443-9128
Dudley	Worcester	(508) 754- 1176
Dunstable	Lowell	(978) 656-3342
Duxbury	South Shore	(508)747-7575 ext. 226
Dwight	Hampshire	(413) 586-9225
East Arlington	Metro West	(508) 651-8812
East Boston	Boston	(617) 635-3834
East Bridgewater	South Shore	(508)747-7575 ext. 226
East Brimfield	Springfield	(413) 787-6437
East Brookfield	Worcester	(508) 849-3274
East Dennis	Cape Cod	(508) 771-0700
East Douglas	Worcester	(508) 849-3274
East Falmouth	Cape Cod	(508) 771-0700
East Harwich	Cape Cod	(508) 771-0700
East Longmeadow	Springfield	(413) 787-6437
East Lynn	Revere	(781) 286-8114
East Orleans	Cape Cod	(508) 771-0700

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
East Otis	Berkshire County	(413) 443-9128
East Sandwich	Cape Cod	(508) 771-0700
East Templeton	Worcester	(508) 849-3274
Eastham	Cape Cod	(508) 771-0700
Easthampton	Hampshire	(413) 586-9225
Easton	Weymouth	(781) 335-0280
Edgartown	Cape Cod	(508) 771-0700
Egremont	Berkshire County	(413) 443-9128
Erving	Franklin County	(413) 774-5102
Essex	Haverhill	(978) 373-1971
Everett	Medford	(781) 393-2460
Fairhaven	New Bedford	(508) 961-3020 (508) 979-1464
Fairview	Springfield	(413) 787-6437
Fall River	New Bedford	(508) 961-3020 (508) 979-1464
Falmouth	Cape Cod	(508) 771-0700
Fayville	Worcester	(508) 849-3274
Feeding Hills	Springfield	(413) 787-6437
Fitchburg	Lowell	(978) 656-3342
Florence	Hampshire	(413) 586-9225
Florida	Berkshire County	(413) 443-9128
Forestdale	Cape Cod	(508) 771-0700
Forest Park	Springfield	(413) 787-6437

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Fort Devens	Lowell	(978) 656-3342
Fort Village	Lowell	(978) 656-3342
Foxboro	N. Weymouth	(781)335-0280
Framingham	Metro West	(508) 651-8812
Franklin	Metro West	(508) 651-8812
Freetown	New Bedford	(508) 961-3020 (508) 979-1464
Gardner	Worcester	(508) 849-3274
Gay Head	Cape Cod	(508) 771-0700
Georgetown	Haverhill	(978) 373-1971
Gilbertville	Worcester	(413) 787-6437
Gill	Franklin County	(413) 774-5102
Glendale	Berkshire County	(413) 443-9128
Gloucester	Haverhill	(978) 373-1971
Goshen	Hampshire	(413) 586-9225
Gosnold	Cape Cod	(508) 771-0700
Grafton	Worcester	(508) 894-3274
Granby	Hampshire	(413) 586-9225
Granville	Springfield	(413) 787-6437
Gray Gable	Cape Cod	(508) 771-0700
Great Barrington	Berkshire County	(413) 443-9128
Greenfield	Franklin County	(413) 774-5702
Green Harbor	South Shore	(508) 747-7575 ext. 226

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Greendale	Worcester	(508) 894-3274
Groton	Lowell	(978) 656-3342
Groveland	Haverhill	(978) 373-1971
Hadley	Hampshire	(413) 586-9225
Halifax	South Shore	(508)747-7575 ext.226
Hamilton	Haverhill	(978) 373-1971
Hampden	Springfield .	(413) 787-6437
Hampton Ponds	Springfield	(413) 787-6437
Hancock	Berkshire County	(413) 443-9128
Hanover	South Shore	(508)747-7575 ext.226
Hanson	South Shore	(508)747-7575 ext.226
Harvard	Lowell	(978) 656-3342
Harwich	Cape Cod	(508) 771-0700
Harwichport	Cape Cod	(508) 771-0700
Hardwick	Worcester	(508) 849-3274
Hatchville	Cape Cod	(508) 771-0700
Hatfield	Hampshire	(413) 586-9225
Haverhill	Haverhill	(978) 373-1971
Haydenville	Hampshire	(413) 586-9225
Hawley	Franklin County	(413) 774-5102
Heath	Franklin County	(413) 774-5102
Hingham	South Shore	(508) 747-7575 ext. 226
Hinsdale	Berkshire County	(413) 443-9128

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Holbrook	N. Weymouth	(781) 335-0280
Holden	Worcester	(508) 849-3274
Holland	Springfield	(413) 787-6437
Holliston	Metro West .	(508) 651-8812
Holyoke	Springfield	(413) 787-6437
Hopedale	Worcester	(508) 849-3274
Hopkinton	Metro West	(508) 651-8812
Horseneck Beach	South Shore	(508) 7474-7575ext.226
Housatonic	Berkshire County	(413) 443-9128
Hubbardston	Worcester	(508) 849-3274
Hudson	Metro West	(508) 651-8812
Hull	South Shore	(508) 747-7575 ext.226
Humarock	South Shore	(508) 747-7575 ext.226
Huntington	Hampshire	(413) 586-9225
Hyannis	Cape Cod	(508) 771-0700
Hyannisport	Cape Cod	(508) 771-0700
Hyde Park	Boston .	(617) 635-3834
Indian Orchard	Springfield	(413) 787-6437
Ipswich	Haverhill	(978) 373-1971
Islington	Norfolk	(617) 769-6118
Jamaica Plain	Boston	(617) 635-3834
Jefferson	Worcester	(508) 849-3274
Kingston	South Shore	(508)747-7575ext.226

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Lakeville	New Bedford	(508) 961-3020 (508) 979-1464
Lancaster	Lowell	(978) 656-3342
Lanesborough	Berkshire County	(413) 443-9128
Lawrence	Lawrence	(978) 681-4990
Lee	Berkshire County	(413) 443-9128
Leeds	Hampshire	(413) 586-9225
Leicester	Worcester	(508) 849-3274
Lenox	Berkshire County	(413) 443-9128
Leominster	Lowell	(978) 656-3342
Leverett	Franklin County	(413) 774-5102
Lexington	Waltham	(800) 273-9494
Leyden	Franklin County	(413) 774-5102
Lincoln	Waltham	(800) 273-9494
Linwood	Worcester	(508) 849-3274
Lithia	Hampshire	(413) 586-9225
Littleton	Lowell	(978) 656-3342
Longmeadow	Springfield	(413) 787-6437
Lowell	Lowell	(978) 656-3342
Ludlow	Springfield	(413) 787-6437
Lunenburg	Lowell	(978) 656-3342
Lynn	Revere	(781) 286-8114
Lynnfield	Revere	(781) 286-8114

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Madaket	Cape Cod	(508) 771-0700
Magnolia	Haverhill	(978) 373-1971
Malden	Medford	(781) 393-2460
Manchaug	Worcester	(508) 849-3274
Manchester	Haverhill	(978) 373-1971
Mansfield	N. Weymouth	(781) 335-0280
Marblehead	Revere	(781) 286-8114
Marion	New Bedford	(508) 961-3020 (508) 979-1464
Marlborough	Metro West	(508) 651-8812
Marshfield	South Shore	(508) 747-7575 ext.226
Marston Mills	Cape Cod	(508) 771-0700
Martha ' s Vineyard	Cape Cod	(508) 771-0700
Mashpee	Cape Cod	(508) 771-0700
Mattapan	Boston	(617) 635-3834
Mattapoissett	New Bedford	(508) 961-3020 (508) 979-1464
Maynard	Metro West	(508) 651-8812
Medfield	Metro West	(508) 651-8812
Medford	Medford	(617) 393-2460
Medway	Metro West	(508) 651-8812
Melrose	Revere	(781) 286-8114
Mendon	Worcester	(508) 849-3274
Merrimac	Haverhill	(978) 373-1971

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Methuen	Lawrence	(978) 681-4990
Middleborough	New Bedford	(508) 961-3020 (508) 979-1464
Middlefield	Hampshire	(413) 586-9225
Middlesex	Lowell	(978) 656-3342
Middleton	Lawrence	(978) 681-4990
Milford	Worcester	(508) 849-3274
Millbury	Worcester	(508) 849-3274
Millis	Metro West	(508) 651-8812
Mill River	Berkshire	(413) 443-9128
Millville	Worcester	(508) 849-3274
Milton	Metro West	(508) 651-8812
Monroe	Franklin County	(413) 774-5102
Monson	Springfield	(413) 787-6437
Montague	Franklin County	(413) 774-5102
Monterey	Berkshire County	(413) 443-9128
Montgomery	Springfield	(413) 787-6437
Montville	Berkshire	(413) 443-9128
Monument Beach	Cape Cod	(508) 771-0700
Mount Tom	Hampshire	(413) 586-9225
Mount Washington	Berkshire County	(413) 443-9128
Nahant	Revere	(781) 286-8114
Nantucket	Cape Cod	(508) 771-0700

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Natick	Metro West	(508) 651-8812
National Seashore	Cape Cod	(508) 771-0700
Needham	Metro West	(508) 651-8812
Needham Heights	Metro West	(508) 651-8812
New Asford	Berkshire County	(413) 443-9128
New Bedford	New Bedford	(508) 961-3020 (508) 979-1464
New Braintree	Worcester	(508) 849-3274
Newbury	Haverhill	(978) 373-1971
Newburyport	Haverhill	(978) 373-1971
New Marlborough	Berkshire County	(413) 443-9128
New Salem	Franklin County	(413) 774-5102
New Seabury	Cape Cod	(508) 771-0700
Newton	Newton	(617) 796-1292
Newton Heights	Newton	(617) 796-1292
Newtonville	Newton	(617) 796-1292
Nickerson State Park	Cape Cod	(508) 771-0700
Norfolk	Norfolk/Quincy	(617) 769-6118
North Adams	Berkshire County	(413) 443-9128
North Amherst	Hampshire	(413) 586-9225
North Andover	Lawrence	(978) 681-4990
North Attleboro	New Bedford	(508) 961-3020 (508) 979- 1464

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
North Bedford	New Bedford	(508) 961-3020 (508) 979-1464
North Billerica	Lowell	(978) 656-3342
North Brookfield	Worcester	(508) 849-3274
North Chatham	Cape Cod	(508) 771-0700
North Chelmsford	Lowell	(978) 656-3342
North Eastham	Cape Cod	(508) 771-0700
North Falmouth	Cape Cod	(508) 771-0700
North Hadley	Springfield	(413) 787-6437
North Harwich	Cape Cod	(508) 771-0700
North Orange	Franklin County	(413) 774-5102
North Reading	Lowell	(978) 656-3342
North Truro	Cape Cod	(508) 771-0700
Northampton	Hampshire	(413) 586-9225
Northborough	Worcester	(508) 849-3274
Northbridge	Worcester	(508) 849-3274
Northfield	Franklin County	(413) 774-5102
Norton	New Bedford	(508) 961-3020 (508) 979-1464
Norwell	South Shore	(508) 747-7575 ext. 226
Norwich	Hampshire	(413) 586-9225
Norwood	Norfolk/Quincy	(617) 769-6118
Oak Bluffs	Cape Cod	(508) 771-0700
Oakham	Worcester	(508) 849-3274

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Onset	South Shore	(508) 747-7575
Orange	Franklin County	(413) 774-5102
Orleans	Cape Cod	(508) 771-0700
Osterville	Cape Cod .	(508) 771-0700
Otis	Berkshire County	(413) 443-9128
Otis Air Force Base	Cape Cod	(508) 771-0700
Oxford	Worcester	(508) 849-3274
Palmer	Springfield	(413) 787-6437
Paxton	Worcester	(508) 849-3274
Peabody	Lawrence	(978) 681-4990
Pelham	Hampshire	(413) 586-9225
Pembroke	South Shore	(508)747-7575ext.226
Pepperell	Lowell	(978) 681-4990
Peru	Berkshire County	(413) 443-9128
Petersham	Worcester	(508) 849-3274
Phillipston	Worcester	(508) 849-3274
Pittsfield	Berkshire County	(413) 443-9128
Plainfield	Hampshire	(413) 586-9225
Plainville	Norfolk/Quincy	(617) 769-6118
Plymouth	South Shore	(508) 747-7575 ext. 226
Plympton	South Shore	(508) 747-7575 ext. 226
Pocasset	Cape Cod	(508) 771-0700
Princeton	Worcester	(508) 849-3274

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Provincetown	Cape Cod	(508) 771-0700
Quincy	Norfolk/Quincy	(617) 769-6118
Randolph	North Weymouth	(781) 335-0280
Raynham	New Bedford	(508) 961-3020 (508) 979-1464
Reading	Lowell	(978) 656-3342
Readville	Boston	(617) 635-3834
Rehoboth	New Bedford	(508) 961-3020 (508) 979 1464
Revere	Revere	(781) 286-8114
Richmond	Berkshire County	(413) 443-9128
Rochdale	Worcester	(508) 849-3274
Rochester	New Bedford	(508) 961-3020 (508) 979-1464
Rockland	South Shore	(508) 747-7575 ext. 226
Rockport	Haverhill	(978) 373-1971
Roslindale	Boston	(617) 635-3834
Rowe	Franklin County	(413) 774-5102
Rowley	Haverhill	(978) 373-1971
Roxbury	Boston	(617) 635-3834
Royalston	Worcester	(508) 849-3274
Russell	Springfield	(413) 787-6437
Rutland	Worcester	(508) 849-3274
Sagamore	Cape Cod	(508) 771-0700

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Sagamore Beach	Cape Cod	(508) 771-0700
Salem	Revere	(781) 286-8114
Salisbury	Haverhill	(978) 373-1971
Sandisfield	Berkshire County	(413) 443-9128
Sandwich	Cape Cod	(508) 771-0700
Saugus	Revere	(781) 286-8114
Savoy	Berkshire County	(413) 443-9128
Scituate	South Shore	(508) 747-7575 ext. 226
Seekonk	New Bedford	(508) 961-3020 (509) 979-1464
Sharon	N. Weymouth	(781) 335-0280
Sheffield	Berkshire County	(413) 443-9128
Shelburne	Franklin County	(413) 774-5102
Shelburne Falls	Franklin County	(413) 774-5102
Sherborn	Metro West	(508) 651-8812
Shirley	Lowell	(978) 656-3342
Shrewsbury	Worcester	(508) 849-3274
Shutesbury	Franklin County	(413) 774-5102
Siasconset	Cape Cod	(508) 771-0700
Smith Ferry	Springfield	(413) 787-6437
Somerset	New Bedford	(508) 961-3020 (508) 979-1464
Somerville	Cambridge	(617) 349-6150
South Amherst	Hampshire	(413) 586-9225

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
South Boston	Boston	(617) 635-3834
South Brewster	Cape Cod	(508) 771-0700
South Brookline	Newton	(617) 796-1292
South Chatham	Cape Cod	(508) 771-0700
South Deerfield	Franklin County	(413) 774-5102
South Dennis	Cape Cod	(508) 771-0700
South Hadley	Hampshire	(413) 586-9225
South Hadley Center	Hampshire	(413) 586-9225
South Hadley Falls	Hampshire	(413) 586-9225
South Harwich	Cape Cod	(508) 771-0700
South Mashpee	Cape Cod	(508) 771-0700
South Orleans	Cape Cod	(508) 771-0700
South Royalston	Worcester	(508) 849-3274
South Truro	Cape Cod	(508) 771-0700
South Wellfleet	Cape Cod	(508) 771-0700
Southwick	Springfield	(413) 787-6437
Southampton	Hampshire	(413) 586-9225
Southborough	Worcester	(508) 849-3274
South Yarmouth	Cape Cod	(508) 771-0700
Spencer	Worcester	(508) 849-3274
Springfield	Springfield	(413) 787-6437
Sterling	Worcester	(508) 849-3274

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Stockbridge	Berkshire County	(413) 443-9128
Stoneham	Waltham	(800) 273-9494
Stoughton	N. Weymouth	(781) 335-0280
Stow	Metro West	(508) 651-8812
Sturbridge	Worcester	(508) 849-3274
Sudbury	Metro West	(508) 651-8812
Sunderland	Franklin County	(413) 774-5102
Surfside	Cape Cod	(508) 771-0700
Sutton	Worcester	(508) 849-3274
Swampscott	Revere	(781) 286-8114
Swansea	New Bedford	(508) 961-3020 (508) 979-1464
Taunton	New Bedford	(508) 961-3020 (508) 979-1464
Teaticket	Cape Cod	(508) 771-0700
Templeton	Worcester	(508) 849-3274
Tewksbury	Lowell	(978) 656-3342
Tisbury	Cape Cod	(508) 771-0700
Thorndike	Springfield	(413) 787-6437
Three Rivers	Springfield	(413) 787-6437
Tolland	Springfield	(413) 787-6437
Topsfield	Haverhill	(978) 373-1971
Townsend	Lowell	(978) 656-3342
Truro	Cape Cod	(508) 771-0700

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Turners Falls	Franklin County	(413) 774-5102
Tyngsborough	Lowell	(978) 656-3342
Tyringham	Berkshire County	(413) 443-9128
Upton	Worcester	(508) 849-3274
Uxbridge	Worcester	(508) 849-3274
Vineyard Haven	Cape Cod	(508) 771-0700
Waban	Newton	(617) 796-1292
Wakefield	Lowell	(978) 656-3342
Wales	Springfield	(413) 787-6437
Walpole	Norfolk/Quincy	(617) 769-6118
Waltham	Waltham	(800) 273-9494
Ware	Hampshire	(413) 586-9225
Wareham	South Shore	(508) 747-7575 ext. 226
Warren	Worcester	(508) 849-3274
Warwick	Franklin County	(413) 774-5102
Washington	Berkshire County	(413) 443-9128
Watertown	Newton	(617) 796-1292
Waquit	Cape Cod	(508) 771-0700
Wayland	Waltham	(800) 273-9494
Webster	Worcester	(508) 849-3274
Wellesley	Metro West	(508) 651-8812
Wellfleet	Cape Cod	(508) 771-0700
Wendell	Franklin County	(413) 774-5102

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Wenham	Haverhill	(978) 373-1971
West Barnstable	Cape Cod	(508) 771-0700
West Brewster	Cape Cod	(508) 771-0700
West Boxford	Haverhill	(978) 373-1971
West Boylston	Worcester	(508) 849-3274
West Bridgewater	South Shore/Plymouth	(508) 747-7575 ext. 226
West Brimfield	Springfield	(413) 787-6437
West Brookfield	Worcester	(508) 849-3274
West Chatham	Cape Cod	(508) 771-0700
West Dennis	Cape Cod	(508) 771-0700
West Falmouth	Cape Cod	(508) 771-0700
West Harwich	Cape Cod	(508) 771-0700
West Medford	Medford	(508) 393-2460
West Newbury	Haverhill	(978) 373-1971
West Roxbury	Boston	(617) 635-3834
West Springfield	Springfield	(413) 787-6437
West Tisbury	Cape Cod	(508) 771-0700
West Yarmouth	Cape Cod	(508) 771-0700
Westborough	Worcester	(508) 849-3274
Westfield	Springfield	(413) 787-6437
Westford	Lowell	(978) 656-3342
Westhampton	Hampshire	(413) 586-9225
Westminster	Worcester	(508) 849-3274

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Weston	Waltham	(800) 273-9494
Westover Field	Springfield	(413) 787-6437
Westport	New Bedford	(508) 961-3020 (508) 979-1464
West Stockbridge	Berkshire County	(413) 443-9128
Westwood	Metro West	(508) 651-8812
Weymouth	N. Weymouth	(781) 335-0280
Whately	Franklin County	(413) 774-5102
Whitman	South Shore	(508) 747-7575ext.226
Whitinsville	Worcester	(508) 849-3274
Wilbraham	Springfield	(413) 787-6437
Williamsburg	Hampshire	(413) 586-9225
Williamstown	Berkshire County	(413) 443-9128
Willimansett	Springfield	(413) 787-6437
Wilmington	Lowell	(978) 656-3342
Winchendon	Worcester	(508) 849-3274
Winchester	Waltham	(800) 273-9494
Windsor	Berkshire County	(413) 443-9128
Winthrop	Revere	(781) 286-8114
Woburn	Lowell	(978) 656-3342
Woods Hole	Cape Cod	(508) 771-0700
Worcester	Worcester	(508) 849-3274
Woronoco	Springfield	(413) 787-6437

<b><u>City/Town</u></b>	<b><u>Local Consumer Program</u></b>	<b><u>Telephone</u></b>
Worthington	Hampshire	(413) 586-9225
Wrentham	Norfolk/Quincy	(617) 769-6118
Wyben	Springfield	(413) 787-6437
Yarmouth	Cape Cod	(508) 771-0700
Yarmouthport	Cape Cod	(508) 771-0700

# LOCAL CONSUMER PROGRAMS

## 2008-2009

### **BERKSHIRE COUNTY**

Berkshire County Consumer Advocates, Inc.  
150 North Street  
Pittsfield, MA 01201  
(413) 443-9128  
Fax: (413) 496-9225

Lillian Marcantel, Director  
E-mail address: [berkshire.advocates@yahoo.com](mailto:berkshire.advocates@yahoo.com)

Area to be Serviced: Adams, Alford, Barrington, Becket, Cheshire, Clarksburg, Dalton, Drury, East Otis, Egremont, Florida, Glendale, Great Barrington, Hancock, Hinsdale, Housatonic, Lanesborough, Lee, Lenox, Mill River, Monterey, Montville, Mount Washington, New Ashford, New Marlborough, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, Windsor.

### **BOSTON**

City of Boston  
Consumer Affairs and Licensing Division  
City Hall, Room 817  
Boston, MA 02201  
(617) 635-3834  
Fax: (617) 635-4174

Patricia Malone, Director of Consumer Affairs  
Bill Curtis: (617) 635-2833  
E-mail address: [mocal@cityofboston.gov](mailto:mocal@cityofboston.gov)  
Website: [www.cityofboston.gov/consumeraffairs](http://www.cityofboston.gov/consumeraffairs)

Area to be Served: Allston, Boston, Brighton, Charlestown, Dorchester, East Boston, Hyde Park, Jamaica Plain, Mattapan, Roslindale, Roxbury, South Boston, West Roxbury.

## **CAMBRIDGE**

Cambridge Consumers' Council  
831 Massachusetts Avenue  
Cambridge, MA 02139  
(617) 349-6150  
Fax: (617) 349-6148  
E-mail address: [consumer@cambridgema.gov](mailto:consumer@cambridgema.gov)  
Website: [www.cambridgema.gov/consumer](http://www.cambridgema.gov/consumer)

Area to be Served: Cambridge and Somerville

## **CAPE COD**

Consumer Assistance Council, Inc.  
149 Main Street  
Hyannis, MA 02601

Paul Schrader, Director  
(508) 771-0700/ (800) 867-0701  
Fax: (508) 771-3011  
e-mail address: [cac@capecod.net](mailto:cac@capecod.net)  
website: [www.consumerCouncil.org](http://www.consumerCouncil.org)

Area to be Serviced: Aquinnah, Barnstable, Bass River, Bourne, Bourneville, Brewster, Buzzard's Bay, Cataumet, Cotuit, Cummaquid, Centerville, Chappaquiddick Island, Chatham, Chathamport, Chilmark, Craigville, Dennis, Dennisport, East Dennis, East Fairhaven, East Falmouth, East Harwich, East Sandwich, Eastham, East Orleans, Edgartown, Falmouth, Forestdale, Gosnold, Gray Gable, Harwich, Harwichport, Hatchville, Hyannis, Hyannisport, Madaket, Marston Mills, Martha's Vineyard, Mashpee, Monument Beach, Nantucket, National Seashore, New Seabury, Nickerson State Park, North Chatham, North Eastham, North Falmouth, North Harwich, North Truro, Oak Bluffs, Orleans, Osterville, Otis Air Force Base, Pocasset, Provincetown, Sagamore, Sagamore Beach, Sandwich, Siasonset, South Brester, South Chatham, South Dennis, South Harwich, South Mashpee, South Orleans, South Truro, South Wellfleet, South Yarmouth, Surfside, Teaticket, Tisbury, Truro, Vineyard Haven, Waquoit, Wellfleet, West Barnstable, West Brewster, West Chatham, West Dennis, West Falmouth, West Harwich, West Tisbury, West Yarmouth, Woods Hole, Yarmouth, Yarmouthport.

**FRANKLIN COUNTY**

Consumer Protection Office  
District Attorney's Office  
13 Conway Street  
Greenfield, MA 01301

Janice Garrett, Director  
Phone: (413) 774-3186  
Fax: (413) 773-3278  
E-mail address: [janice.garrett@massmail.state.ma.us](mailto:janice.garrett@massmail.state.ma.us)

Area to be Serviced: Ashfield, Athol, Bernardson, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, North Orange, Orange, Plainfield, Rowe, Shelburne Falls, Shutesbury, South Deerfield, Sunderland, Turner's Falls, Warwick, Wendell, Whateley.

**HAMPSHIRE COUNTY**

Consumer Protection Office  
Hampshire County District Attorney's Office  
1 Gleason Plaza  
Northampton, MA 01060

Caroline Smith, Program Coordinator  
Phone: (413) 586-9225  
Fax: (413) 584-3635  
E-mail address: [caroline.j.smith@state.ma.us](mailto:caroline.j.smith@state.ma.us)

Area to be Serviced: Amherst, Belchertown, Chesterfield, Cummington, Dwight, Easthampton, Florence, Goshen, Granby, Hadley, Hatfield, Haydenville, Huntington, Leeds, Lithia, Middlefield, Mount Tom, Northampton, North Amherst, Norwich, Pelham, Plainfield, South Amherst, South Hadley, Southampton, Ware, Westhampton, Williamsburg, Worthington.

**HAVERTHILL**

Consumer Protection Program  
Haverhill Community Action, Inc.  
145 Essex Street  
Haverhill, MA 01832

Thomas Joy, Director  
Phone: (978) 373-1971  
Fax: (978) 373-8966  
E-mail address: [tjoy@communityactioninc.org](mailto:tjoy@communityactioninc.org)  
Website: [www.communityactioninc.org](http://www.communityactioninc.org)  
Laurie DiFruscio, Program Coordinator: (978) 373-1971 ext. 236

Area to be Serviced: Amesbury, Beverly, Beverly Farms, Bradford, Boxford, Byfield, Essex, Georgetown, Gloucester, Groveland, Hamilton, Hawthorne, Haverhill, Ipswich, Lanesville, Magnolia, Manchester, Merrimac, Newbury, Newburyport, Rockport, Rowley, Salisbury, Topsfield, West Boxford, West Newbury, Wenham.

**LAWRENCE**

Greater Lawrence Community Action, Inc.  
305 Essex Street, Second Floor  
Lawrence, MA 01842

Marie Finelli, Director  
Phone : (978) 681-4990  
Fax: (978) 681-4949  
E-mail address: [mfinelli@glcac.org](mailto:mfinelli@glcac.org)  
Website: [www.glcac.org](http://www.glcac.org)

Area to be Serviced: Andover, Danvers, Lawrence, Methuen, Middleton, North Andover, Peabody.

**LOWELL**

Middlesex Community College  
Law Center  
Mailing Address:  
33 Kearney Square  
Lowell, MA 01852

Kenneth A. Dunn, Director  
Deborah Walsh, Coordinator [direct (978) 656-3341]  
Phone: (978) 656-3342  
Fax: (978) 441-1749  
E-mail address: lawcenter@middlesex.mass.edu  
Website: www.middlesex.mass.edu/lawcenter

Area to be Serviced: Ashby, Ayer, Billerica, Bolton, Burlington, Chelmsford, Dracut, Dunstable, Fitchburg, Forge Village, Fort Devens, Groton, Harvard, Lancaster, Leominster, Littleton, Lowell, Lunenburg, North Billerica, North Chelmsford, North Reading, Pepperell, Reading, Shirley, Tewksbury, Townsend, Tyngsborough, Wakefield, Westford, Wilmington, Woburn.

**MEDFORD**

Medford Consumer Advisory Commission  
90 Main Street  
Medford, MA 01255

Paula Keefe, Director  
Phone: (781) 393-2460  
Fax: (781) 393-2108

Area to be Serviced: Everett, Malden, Medford, West Medford.

**METRO WEST**

Consumer Assistance Office of Metro West, Inc.  
209 West Central Street  
Natick, MA 01760

Cindy Matloff, Marie Taylor, Co-Directors [direct (508) 651-3232]  
Phone: (508) 651-8812  
Fax: (508) 647-0661  
Website: [www.consumermetrowest.org](http://www.consumermetrowest.org)

Area to be Serviced: Acton, Ashland, Bedford, Bellingham, Boxborough, Carlisle, Concord, Dedham, Dover, Franklin, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Maynard, Medfield, Medway, Millis, Milton, Natick, Needham, Sherborn, Stow, Sudbury, Wellesley, and Westwood.

**NEW BEDFORD**

New Bedford Mayor's Office  
Department of Community Services, Room 221  
City Hall  
133 William St.  
New Bedford 02740

Mali M. Lim  
Marcelina Pina-Christian  
Human Services Coordinators  
Phone: (508) 961-3020  
Phone: (508) 979-1464  
Email Address:

Area to be serviced: Acushnet, Assonet, Attleboro, Berkley, Dighton, Dartmouth, Fall River, Fairhaven, Freetown, Lakeville, Marion, Mattapoisett, Middleboro, New Bedford, North Attleboro, Norton, Raynham, Rehoboth, Rochester, Seekonk, Somerset, Swansea, Taunton, Wareham, and Westport.

**NEWTON**

Newton-Brookline Consumer Office  
Newton City Hall  
1000 Commonwealth Ave.  
Newton, MA 02459

Mim Cole/Judy Zohn, Directors  
Phone: (617) 796-1292  
Fax: (617) 796-1293  
E-mail address: [consumer@newtonma.gov](mailto:consumer@newtonma.gov)

Area to be Serviced: Newton, Brookline, Belmont and Watertown.

**NORFOLK COUNTY**

Consumer Protection Office  
Norfolk District Attorney's Office  
1515 Hancock St. 4<sup>th</sup> Floor  
Quincy, MA 02169

Joanne Dalabon, Director  
Phone: 617-769-6118  
Fax: (617) 769-6101  
E-mail address: [joanne.dalabon@state.ma.us](mailto:joanne.dalabon@state.ma.us)

Area to be Serviced: Canton, Norfolk, Norwood, Plainville, Quincy, Walpole, and Wrentham.

**NORTH WEYMOUTH**

MASSPIRG Consumer Action Center  
Whipple Center  
182 Green Street  
N. Weymouth, MA 02191

Jeanne Foy, Director  
Phone: (781) 335-0280  
Fax: (781) 340-3991  
E-mail address: [jfoy@masspirg.org](mailto:jfoy@masspirg.org)  
Website: <http://www.masspirg.org/consumer-resources/consumer-tips/consumer-tips11>

Area to be Serviced: Avon, Braintree, Brockton, Easton, Foxboro, Holbrook, Mansfield, Randolph, Sharon, Stoughton, Weymouth.

**REVERE**

Consumer Affairs Office  
150 Beach Street  
Revere, MA 02151

Jannine Ellis, Director  
Phone : (781) 286-8114  
Fax: (781) 485-2788  
E-mail address: [jellis@revere.org](mailto:jellis@revere.org)

Area to be Serviced: Chelsea, Lynn, Lynnfield, Marblehead, Melrose, Nahant, Revere, Salem, Saugus, Swampscott, and Winthrop.

**SOUTH SHORE**

Consumer Aid Program  
South Shore Community Action Council  
265 South Meadow Road  
Plymouth, MA 02360

Linda Tilley, Director  
Phone: (508) 747-7575 ext. 226  
Fax: (508) 747-1250  
E-mail address: [lmtilley@sscac.org](mailto:lmtilley@sscac.org)  
Website: [www.sscac.org](http://www.sscac.org)

Area to be Serviced: Abington, Bridgewater, Bryantville, Carver, Cohasset, Duxbury, East Bridgewater, Halifax, Hanover, Hanson, Hingham, Hull, Humarock, Kingston, Marshfield, Norwell, Onset, Pembroke, Plympton, Plymouth, Rockland, Scituate, West Bridgewater, Whitman.

## **SPRINGFIELD**

Mayor's Office of Consumer Information  
36 Court St., City Hall  
Springfield, MA 01103

Millie Johnson, Director  
Phone: (413) 787-6437  
Fax: (413) 787-7781  
E-mail address: MOCI@springfieldcityhall.com  
Website: www.springfieldcityhall.com

Area to be Serviced: Agawam, Aldenville, Blandford, Bondsville, Brightwood, Brimfield, Chester, Chicomansett, Chicopee, Chicopee Falls, Clucomousette, Crescent Mills, Dayville, East Brimfield, East Longmeadow, Fairview, Feeding Hills, Forest Park, Granville, Hampden, Hampton Ponds, Holland, Holyoke, Indian Orchard, Longmeadow, Ludlow, Monson, Montgomery, North Chester, Palmer, Russell, Simth Ferry, Southwick, Springfield, Thorndike, Three Rivers, Tolland, Wales, West Brimfield, West Springfield, Westfield, Westover Field, Wilbraham, Willimansett, Woronoco, Wyben

## **WALTHAM**

Bentley Consumer Action Line  
Lindsay Hall  
Bentley College  
175 Forest Street  
Waltham, MA 02452-4705

John Hayward, Director  
Phone: (800) 273-9494  
(781) 891-2153  
Fax: (781) 788 6414  
E-mail address: bcal@bentley.edu  
Website: [www.bentley.org](http://www.bentley.org) (Go to Service Learning Page)

Area to Be Serviced: Lincoln, Lexington, Waltham, Wayland, Weston, Winchester, and Stoneham.

## **WORCESTER**

Anna Maria College, Molly Bish Center  
50 Sunset Lane  
Paxton, MA 01612

Patricia Engdahl, Program Director  
Michael Lombardi-Mediator  
Phone: (508) 849-3274  
Fax: (508) 849-3334  
E-mail addresses: [mlombardi@annamaria.edu](mailto:mlombardi@annamaria.edu),  
Website: [www.mollybishcenter.com](http://www.mollybishcenter.com)

Area to be Serviced: Ashburnham, Auburn, Baldwinville, Barre, Berlin, Blackstone, Boylston, Brookfield, Charlton, Clinton, Cherry Valley, Douglas, Dudley, East Brookfield, East Templeton, Fayville, Gardner, Gilbertville, Glendale, Grafton, Greendale, Jefferson, Hardwick, Holden, Hopedale, Hubbarston, Leicester, Linwood, Manchaug, Mendon, Milford, Millbury, Millville, New Braintree, North Brookfield, Northborough, Northbridge, Oakham, Oxford, Paxton, Petersham, Phillipston, Princeton, Rochdale, Royalston, Rutland, Shrewsbury, Southborough, Southbridge, South Royalston, Spencer, Sterling, Sturbridge, Sutton, Templeton, Upton, Uxbridge, Warren, Webster, Westborough, West Boylston, West Brookfield, West Douglas, Westminster, Whitinsville, Winchendon, Worcester.

**MASSACHUSETTS OFFICE OF THE  
ATTORNEY GENERAL**

**Cross Index**

**Face to Face Mediation Programs**

**2008 - 2009**

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**North Shore Community Mediation, Inc.**  
**Greater Brockton Center for Dispute Resolution**  
**Metropolitan Mediation Services**  
**Cape Cod Dispute Resolution Center, Inc.**  
**Mediation Services of North Central Mass., Inc.**  
**The Mediation & Training Collaborative**  
**Framingham Mediation**  
**North Essex Mediators of community Action, Inc.**  
**Face to Face Mediation Program, Middlesex Community College**  
**Somerville Mediation Program**  
**Dispute Resolution Services, Inc.**  
**Community Mediation Center**

	<b>2008-2009</b>	
	<b>Cross Index of F2F Programs</b>	
<b>City /Town</b>	<b>F2F Mediation Program</b>	<b>Telephone</b>
Abington	Brockton	(508) 897-2867
Acton	Framingham	(508) 872-9495
Amesbury	Haverhill	(978) 373-1971
Amherst	Greenfield	(413) 774-7469 x11
Andover	Haverhill	(978) 373-1971
Arlington	Cambridge	(617) 876-5376
Ashburnham	Leominster	(978) 345-2111 x242
Ashby	Lowell	(978) 656-3340
Ashfield	Greenfield	(413) 774-7469 x11
Ashland	Framingham	(508) 872-9495
Auburn	Worcester	(508) 754-1176 x138
Avon	Brockton	(508) 897-2867
Ayer	Lowell	(978) 656-3340
Barnstable	Cape Cod	(508) 240-1717
Barre	Worcester	(508) 754-1176 x138
Bedford	Framingham	(508) 872-9495
Belchertown	Greenfield	(413) 774-7469 x11
Bellingham	Worcester	(508) 754-1176 x138
Belmont	Cambridge	(617) 876-5376
Bernardston	Greenfield	(413) 774-7469 x11
Beverly	Beverly	(978) 232-1212
Billerica	Lowell	(978) 656-3340
Boston	Brookline	(617) 277-8107
Bourne	Cape Cod	(508) 240-1717
Boxford	Haverhill	(978) 373-1971
Brewster	Cape Cod	(508) 240-1717
Braintree	Brockton	(508) 897-2867
Bridgewater	Brockton	(508) 897-2867
Brockton	Brockton	(508) 897-2867
Brookfield	Worcester	(508) 754-1176 x138
Brookline	Brookline	(617) 277-8107
Buckland	Greenfield	(413) 774-7469 x11
Burlington	Lowell	(978) 656-3340
Byfield	Haverhill	(978) 373-1971
Cambridge	Cambridge	(617) 876-5376
Carlisle	Framingham	(508) 872-9495
Charlemont	Greenfield	(413) 774-7469 x11
Charlton	Worcester	(508) 754-1176 x138
Chatham	Cape Cod	(508) 240-1717
Chelmsford	Lowell	(978) 656-3340
Chelsea	Somerville	(617) 625-6600 x6146

	<b>2008-2009</b>	
	<b>Cross Index of F2F Programs</b>	
<b>City /Town</b>	<b>F2F Mediation Program</b>	<b>Telephone</b>
Chesterfield	Greenfield	(413) 774-7469 x11
Chicopee	Springfield	(413) 787-6480
Colrain	Greenfield	(413) 774-7469 x11
Concord	Framingham	(508) 872-9495
Conway	Greenfield	(413) 774-7469 x11
Cummington	Greenfield	(413) 774-7469 x11
Danvers	Beverly	978-232-1212
Deerfield	Greenfield	(413) 774-7469 x11
Dennis	Cape Cod	(508) 240-1717
Douglas	Worcester	(508) 754-1176 x138
Dracut	Lowell	(978) 656-3340
Dudley	Worcester	(508) 754-1176 x138
Dunstable	Lowell	(978) 656-3340
Duxbury	Brockton	(508) 897-2867
East Bridgewater	Brockton	(508) 897-2867
East Brookfield	Worcester	(508) 754-1176 x138
Eastham	Cape Cod	(508) 240-1717
Easthampton	Greenfield	(413) 774-7469 x11
Easton	Brockton	(508) 897-2867
Erving	Greenfield	(413) 774-7469 x11
Essex	Beverly	(978) 232-1212
Everett	Somerville	(617) 625-6600 x6146
Falmouth	Cape Cod	(508) 240-1717
Fitchburg	Leominster	(978) 345-2111 x242
Florence	Greenfield	(413) 774-7469 x11
Framingham	Framingham	(508) 872-9495
Franklin	Brockton	(508) 897-2867
Gardner	Leominster	(978) 345-2111 x242
Georgetown	Haverhill	(978) 373-1971
Gilbertville	Worcester	(508) 754-1176 x138
Gill	Greenfield	(413) 774-7469 x11
Gloucester	Beverly	(978) 232-1212
Goshen	Greenfield	(413) 774-7469 x11
Grafton	Worcester	(508) 754-1176 x138
Granby	Greenfield	(413) 774-7469 x11
Greenfield	Greenfield	(413) 774-7469 x11
Groton	Lowell	(978) 656-3340
Groveland	Haverhill	(978) 373-1971
Hadley	Greenfield	(413) 774-7469 x11
Halifax	Brockton	(508) 897-2867
Hamilton	Haverhill	(978) 373-1971
Hanover	Brockton	(508) 897-2867
Hanson	Brockton	(508) 897-2867
Hardwick	Worcester	(508) 754-1176 x138

	<b>2008-2009</b>	
	<b>Cross Index of F2F Programs</b>	
<b>City /Town</b>	<b>F2F Mediation Program</b>	<b>Telephone</b>
Harwich	Cape Cod	(508) 240-1717
Hatfield	Greenfield	(413) 774-7469 x11
Haverhill	North Essex	(978) 373-1971
Hawley	Greenfield	(413) 774-7469 x11
Haydenville	Greenfield	(413) 774-7469 x11
Heath	Greenfield	(413) 774-7469 x11
Hingham	Brockton	(508) 897-2867
Holbrook	Brockton	(508) 897-2867
Holden	Worcester	(508) 754-1176 x138
Holliston	Framingham	(508) 872-9495
Holyoke	Greenfield	(413) 774-7469 x11
Hopedale	Worcester	(508) 754-1176 x138
Hopkinton	Framingham	(508) 872-9495
Hubbardston	Leominster	(978) 345-2111 x242
Hudson	Framingham	(508) 872-9495
Huntington	Greenfield	(413) 774-7469 x11
Indian Orchard	Springfield	(413) 787-6480
Ipswich	Haverhill	(978) 373-1971
Kingston	Brockton	(508) 897-2867
Lancaster	Leominster	(978) 345-2111 x242
Lawrence	Haverhill	(978) 373-1971
Leicester	Worcester	(508) 754-1176 x138
Leominster	Leominster	(978) 345-2111 x242
Leverett	Greenfield	(413) 774-7469 x11
Leydon	Greenfield	(413) 774-7469 x11
Lexington	Framingham	(508) 872-9495
Lincoln	Framingham	(508) 872-9495
Littleton	Lowell	(978) 656-3340
Longmeadow	Springfield	(413) 787-6480
Lowell	Lowell	(978) 656-3340
Lunenburg	Lowell	(978) 656-3340
Lynn	Somerville	(617) 625-6600 x6146
Lynnfield	Beverly	(978) 232-1212
Malden	Somerville	(617) 625-6600 x6146
Manchester-by-the-Sea	Beverly	(978) 232-1212
Mansfield	Brockton	(508) 897-2867
Marlborough	Framingham	(508) 872-9495
Mashpee	Cape Cod	(508) 240-1717
Maynard	Framingham	(508) 872-9495
Medford	Somerville	(617) 625-6600 x6146
Melrose	Somerville	(617) 625-6600 x6146
Mendon	Worcester	(508) 754-1176 x138
Merrimac	Haverhill	(978) 373-1971
Methuen	Haverhill	(978) 373-1971

	<b>2008-2009</b>	
	<b>Cross Index of F2F Programs</b>	
<b><u>City /Town</u></b>	<b><u>F2F Mediation Program</u></b>	<b><u>Telephone</u></b>
Middleboro	Brockton	(508) 897-2867
Middlefield	Greenfield	(413) 774-7469 x11
Middleton	Beverly	(978) 232-1212
Milford	Worcester	(508) 754-1176 x138
Millbury	Worcester	(508) 754-1176 x138
Milton	Brockton	(508) 897-2867
Monroe	Greenfield	(413) 774-7469 x11
Montague	Greenfield	(413) 774-7469 x11
Nahant	Somerville	(617) 625-6600 x6146
Nantucket	Cape Cod	(508) 240-1717
Natick	Framingham	(508) 872-9495
Needham	Brockton	(508) 897-2867
New Braintree	Worcester	(508) 754-1176 x138
New Salem	Greenfield	(413) 774-7469 x11
Newbury	Haverhill	(978) 373-1971
Newburyport	Haverhill	(978) 373-1971
Newton	Brookline	(617) 277-8107
North Andover	Haverhill	(978) 373-1971
North Brookfield	Worcester	(508) 754-1176 x138
North Reading	Lowell	(978) 656-3340
Northampton	Greenfield	(413) 774-7469 x11
Northfield	Greenfield	(413) 774-7469 x11
Norton	Brockton	(508) 897-2867
Oakham	Worcester	(508) 754-1176 x138
Orange	Greenfield	(413) 774-7469 x11
Orleans	Cape Cod	(508) 240-1717
Oxford	Worcester	(508) 754-1176 x138
Paxton	Worcester	(508) 754-1176 x138
Pelham	Greenfield	(413) 774-7469 x11
Pembroke	Brockton	(508) 897-2867
Pepperell	Lowell	(978) 656-3340
Petersham	Leominster	(978) 345-2111 x242
Phillipston	Leominster	(978) 345-2111 x242
Plympton	Brockton	(508) 897-2867
Provincetown	Cape Cod	(508) 240-1717
Quincy	Brockton	(508) 897-2867
Randolph	Brockton	(508) 897-2867
Raynham	Brockton	(508) 897-2867
Reading	Lowell	(978) 656-3340
Revere	Somerville	(617) 625-6600 x6146
Rockland	Brockton	(508) 897-2867
Rockport	Beverly	(978) 232-1212
Roslindale	Brockton	(508) 897-2867
Rowe	Greenfield	(413) 774-7469 x11

	<b>2008-2009</b>	
	<b>Cross Index of F2F Programs</b>	
<b><u>City /Town</u></b>	<b><u>F2F Mediation Program</u></b>	<b><u>Telephone</u></b>
Rowley	Haverhill	(978) 373-1971
Royalston	Leominster	(978) 345-2111 x242
Rutland	Worcester	(508) 754-1176 x138
Salem	Beverly	(978) 232-1212
Salisbury	Haverhill	(978) 373-1971
Sandwich	Cape Cod	(508) 240-1717
Saugus	Somerville	(617) 625-6600 x6146
Sharon	Brockton	(508) 897-2867
Shelburne	Greenfield	(413) 774-7469 x11
Sherborn	Framingham	(508) 872-9495
Shirley	Lowell	(978) 656-3340
Shrewsbury	Worcester	(508) 754-1176 x138
Shutesbury	Greenfield	(413) 774-7469 x11
Somerville	Somerville	(617) 625-6600 x6146
South Easton	Brockton	(508) 897-2867
South Hadley	Greenfield	(413) 774-7469 x11
Southampton	Greenfield	(413) 774-7469 x11
Southbridge	Worcester	(508) 754-1176 x138
Spencer	Worcester	(508) 754-1176 x138
Springfield	Springfield	(413) 787-6480
Stoneham	Cambridge	(617) 876-5376
Stoughton	Somerville	(617) 625-6600 x6146
Stow	Framingham	(508) 872-9495
Sturbridge	Worcester	(508) 754-1176 x138
Sunderland	Greenfield	(413) 774-7469 x11
Sudbury	Framingham	(508) 872-9495
Sutton	Worcester	(508) 754-1176 x138
Swampscott	Somerville	(617) 625-6600 x6146
Taunton	Brockton	(508) 897-2867
Templeton	Leominster	(978) 345-2111 x242
Tewksbury	Lowell	(978) 656-3340
Topsfield	Haverhill	(978) 373-1971
Townsend	Lowell	(978) 656-3340
Truro	Cape Cod	(508) 240-1717
Tyngsboro	Lowell	(978) 656-3340
Upton	Worcester	(508) 754-1176 x138
Wakefield	Somerville	(617) 625-6600 x6146
Waltham	Cambridge	(617) 876-5376
Ware	Greenfield	(413) 774-7469 x11
Warren	Worcester	(508) 754-1176 x138
Warwick	Greenfield	(413) 774-7469 x11
Watertown	Cambridge	(617) 876-5376
Wayland	Framingham	(508) 872-9495
Webster	Worcester	(508) 754-1176 x138

	<b>2008-2009</b>	
	<b>Cross Index of F2F Programs</b>	
<b>City /Town</b>	<b>F2F Mediation Program</b>	<b>Telephone</b>
Wellfleet	Cape Cod	(508) 240-1717
Wenham	Beverly	(978) 232-1212
West Boxford	Haverhill	(978) 373-1971
West Bridgewater	Brockton	(508) 897-2867
West Brookfield	Worcester	(508) 754-1176 x138
West Newbury	Haverhill	(978) 373-1971
West Springfield	Springfield	(413) 787-6480
Westford	Lowell	(978) 656-3340
Westhampton	Greenfield	(413) 774-7469 x11
Westminster	Leominster	(978) 345-2111 x242
Weston	Cambridge	(617) 876-5376
Weymouth	Brockton	(508) 897-2867
Whately	Greenfield	(413) 774-7469 x11
Whitman	Brockton	(508) 897-2867
Williamsburg	Greenfield	(413) 774-7469 x11
Wilmington	Lowell	(978) 656-3340
Winchendon	Leominster	(978) 345-2111 x242
Winchester	Cambridge	(617) 876-5376
Woburn	Cambridge	(617) 876-5376
Worcester	Worcester	(508) 754-1176 x138
Worthington	Greenfield	(413) 774-7469 x11
Yarmouth	Cape Cod	(508) 240-1717

# FACE-TO-FACE MEDIATION PROGRAMS 2008-2009

## **BEVERLY**

North Shore Community Mediation, Inc.  
100 Cummings Center, Suite 307J  
Beverly, MA 01915

Cynthia McClorey, Program Director  
Phone: 978-232-1212  
Email: nscm@verizon.net

Area to be Serviced: District Courts of: Gloucester, Salem and Peabody, including the towns of Beverly, Danvers, Essex, Gloucester, Lynnfield, Middleton, Manchester-by-the-Sea, Peabody, Rockport, Salem, and Wenham.

## **BROCKTON**

Greater Brockton Center for Dispute Resolution  
215 Main St., Suite 207  
P.O. Box 7610  
Brockton, MA 02303-7610

Ron Fredey, Program Coordinator  
Julie Doyle, Mediation Director  
Phone: 508-897-2867  
District Courts Served: Brockton

Area to be Serviced: District Courts of: Brockton, including the towns of Abington, Avon, Braintree, Bridgewater, Brockton, Duxbury, E. Bridgewater, Easton, Franklin, Halifax Hanover, Hanson, Hingham, Holbrook, Kingston, Mansfield, Middleboro, Milton, Needham, Norton, Pembroke, Plympton, Quincy, Randolph, Raynham, Rockland, Roslindale, Sharon, S. Easton, Taunton, W. Bridgewater, Weymouth, Whitman.

**BROOKLINE**

Metropolitan Mediation Services  
40 Webster Place  
Brookline, MA 02446

Joan Sokoloff, Program Director  
Phone: 617-277-8107  
Email: [consumer@metromediation.org](mailto:consumer@metromediation.org)  
Website: [www.metromediation.org](http://www.metromediation.org)

Area to be Serviced: District Courts of: Boston, Brookline and Newton, including the towns of Boston, Brookline, and Newton.

**CAMBRIDGE**

Community Dispute Settlement Center, Inc  
60 Gore Street  
Cambridge, MA 02141

Gail Packer, Executive Director  
Tel: 617-876-5376  
Email: [cdscinfo@communitydispute.org](mailto:cdscinfo@communitydispute.org)  
Website: [www.communitydispute.org](http://www.communitydispute.org)

Area to Be Serviced: District Courts of: Cambridge, Waltham, and Woburn, including the towns of Arlington, Belmont, Burlington, Cambridge, North Reading, Reading, Stoneham, Waltham, Watertown, Weston, Wilmington, Winchester, Woburn

**CAPE COD**

Cape Cod Dispute Resolution Center Inc.  
P.O. Box 193  
(80 Rte. 6A, Unit #3)  
Orleans, MA 02653

Nancy Fleming, Executive Director  
Debora Fish, Mediation Director  
Tel & Fax: 508-240-1717  
Email: [info@capemediation.org](mailto:info@capemediation.org)  
Website: [www.capemediation.org](http://www.capemediation.org)

Area to be Serviced: District Courts of: Barnstable, Falmouth, Nantucket, and Orleans, including the towns of Barnstable, Bourne, Brewster, Chatham, Dennis, Eastham, Falmouth, Harwich, Mashpee, Nantucket, Orleans, Provincetown Sandwich, Truro, Wellfleet, and Yarmouth.

**FRAMINGHAM**

Framingham Mediation  
600 Concord Street  
Framingham, MA 01702

Susan Ostberg, Program Director  
Phone: 508-872-9495  
Email: [info@framinghammediation.org](mailto:info@framinghammediation.org)  
Website: [www.framinghammediation.org](http://www.framinghammediation.org)

Area to be Serviced: District Courts of: Framingham, Marlborough and Natick, including the towns of Acton, Ashland, Bedford, Carlisle, Concord, Framingham, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Marlboro, Maynard, Natick, Sherborn, Stow, Sudbury, and Wayland.

**GREENFIELD**

The Mediation & Training Collaborative  
277 Main St. Suite 401  
Greenfield, MA 01301-3267

Cheryl Fox, Co-Director  
Betsy Williams, Co-Director  
Tel: 413-774-7469  
Fax: 413-774-7460  
Email: [mediation@communityaction.us](mailto:mediation@communityaction.us)  
Website: [www.mediationandtraining.org](http://www.mediationandtraining.org)

Area to be Serviced: District Courts of: Greenfield, Holyoke and Northampton, including the towns of Franklin and Hampshire Counties

**Haverhill**

North Essex Mediators of Community Action, Inc.  
145 Essex St.  
Haverhill, MA 01832

Thomas Joy, Program Director  
Tel: 978-373-1971  
Fax 978-373- 8966  
Email: [tjoy@communityactioninc.org](mailto:tjoy@communityactioninc.org)  
Website: [www.communityactioninc.org](http://www.communityactioninc.org)

Area to be Serviced: District Courts of: Haverhill, Ipswich, Newburyport, and Lawrence, including the towns of Amesbury, Andover, Boxford, Byfield, Georgetown, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Methuen, Merrimac, Newbury, Newburyport, North Andover, Rowley, Salisbury, Topsfield, W. Newbury, W. Boxford.

**Leominster**

Mediation Services of North Central Mass., Inc  
853 North Main Street  
Leominster, MA 01453  
Elaine Sheerin, Executive Director  
Tel: 978-466-9595  
Fax: 978-342-2524 or 978-466-9522  
Email: [mediation.ncm@verizon.net](mailto:mediation.ncm@verizon.net)

Area to be Serviced: District Courts of: Fitchburg, Gardner and Leominster, including the towns of Ashburnham, Fitchburg, Gardner, Hubbardston, Lancaster, Leominster, Petersham, Phillipston, Princeton, Royalston, Templeton, Westminster and Winchendon.

**LOWELL**

Middlesex Community College

Mailing Address:

33 Kearney Square

Lowell, MA 01852

Ken Dunn, Program Director

Vicky Porter, Coordinator

Tel: 978-656-3340

Fax: 978-441-1749

Email: [Mediation@middlesex.mass.edu](mailto:Mediation@middlesex.mass.edu)

Website: [www.middlesex.mass.edu/lawcenter/mediation](http://www.middlesex.mass.edu/lawcenter/mediation)

Area to be Serviced: District Courts of: Ayer, Concord, Lowell, Waltham, including the towns of Ashby, Ayer, Billerica, Burlington, Dracut, Dunstable, Chelmsford, Groton, Littleton, Lowell, Lunenburg, N. Reading, Pepperell, Reading, Shirley, Townsend, Tewksbury, Tyngsboro, Westford, Wilmington, and Woburn

**SOMERVILLE**

Somerville Mediation Program

Somerville High School

81 Highland Ave.

Somerville, MA 02143

Alice Comack, Program Director

Tracy Maimond, Coordinator

Tel: 617-625-6600 x6146, Fax: 617-629-4763

Website: [www.somervillecdc.org](http://www.somervillecdc.org)

Area to be Serviced: District Court of Somerville, including the towns of Arlington, Belmont, Cambridge, Chelsea, Everett, Lynn, Malden, Medford, Melrose, Nahant, Revere, Saugus, Somerville, Swampscott, Wakefield.

## **SPRINGFIELD**

Dispute Resolution Services, Inc.  
115 State St.  
P.O. Box 30023  
Springfield, MA 01103  
District Courts Served: Chicopee, Springfield, Westfield

Leo Florian, Executive Director  
Tel: 413-787-6480, Fax: 413-788-9685  
Email: [ftfmp@drsmediation.org](mailto:ftfmp@drsmediation.org)  
Website: [www.drsmediation.com](http://www.drsmediation.com)

Area to be Serviced: District Courts of Chicopee, Springfield and Westfield, including the towns of Hampden County

## **WORCESTER**

Community Mediation Center  
Worcester Community Action  
484 Main St., 2<sup>nd</sup> Floor  
Worcester, MA 01608

Jill C. Dagilis, Executive Director  
Carol Balderelli, Program Director  
Tel: 508-754-1176 x138  
Fax: 508-754-0203  
District Courts Served: Dudley, Milford, East Brookfield, Worcester

Area to be Serviced: District Courts of Dudley, Milford, East Brookfield, and Worcester, including the towns of Auburn, Barre, Bellingham, Brookfield, Charlton, Dudley, Douglas, E. Brookfield, Gilbertville, Grafton, Hardwick, Holden, Hopedale, Leicester, Mendon, Millbury, Milford, New Braintree, N. Brookfield, Oakham, Oxford, Paxton, Rutland, Shrewsbury, Southbridge, Spencer, Sturbridge, Sutton, Upton, Ware, Warren, Webster, W. Brookfield, and Worcester.