

ACCESSIBILITY STATEMENT

The Consumer Assistance Council, Inc. is dedicated to providing exceptional service to consumers of all abilities. We strive to provide online content that provides an excellent user experience for visitors of all abilities, using any type of assistive technology to access the website.

We base our website accessibility standards on the Web Content Accessibility Guidelines 2.1, level A + AA success criteria. In addition, we actively work to maintain, assess and improve the usability and accessibility of our website through training of our personnel, engagement of experts and regular testing of our digital accessibility.

We welcome feedback.

If you experience any difficulty accessing or navigating our websites or have any accessibility-related questions or comments, we are listening. Please contact us at (508)-771-0700 or via email at info@consumercouncil.com with a description of the issue you encountered and your contact information. Your experience matters to us.

The Consumer Assistance Council, Inc.'s website may contain material from social media sites such as Facebook and Youtube, which are used to share additional content about our services, and office location. These third-party sites may have accessibility issues that are beyond our control. We invite you to review further public accessibility information directly from Facebook, Youtube, Twitter and Instagram.

ACCESSIBLE FEATURES AND AMENITIES

The Consumer Assistance Council, Inc. is ADA compliant in accordance with the construction statutes of the ADA (Department of Justice ADA Title III Regulation 28 CFR Part 36, 1991). We welcome consumers of all abilities. Our property description aims to allow any visitor to make an informed decision on whether to visit our offices rather than filing online with the Office of the Attorney General.

PROPERTY FEATURES:

- Accessible public entrance.
- The table to complete a paper complaint is 48" high.
- Accessible route from the public entrance to the table area and accessible rooms.
- Accessible emergency exit.
- Accessible public restroom.
- Accessible welcome desk.
- Accessible route from parking area to the main entrance.
- TTY for consumer use by prior arrangement.
- Accessible meeting room for face to face mediation
- Service animals are welcome at CAC's offices.

From a digitally accessible website to complete descriptions of all onsite features, we wish to provide a positive experience from start to finish. Please note that this accessibility statement applies to all content on the Consumer Assistance website. The Consumer Assistance Council, Inc. is not responsible for any third-party content on the website.

[Facebook Accessibility](#) • [Youtube Screen Reader Information](#) • [Twitter Accessibility](#)