



CONSUMER COMPLAINT FORM

CONSUMER INFORMATION

Name: _____		
<i>Please print or type</i> Last	First	Middle Initial
Address: _____		
City: _____	Province or Territory: _____	Postal Code: _____
How may we contact you? _____		
Phone: Day: (____) _____	Evening: (____) _____	Email: _____
THIS OFFICE WILL HANDLE A COMPLAINT ONLY IF A COPY OF YOUR COMPLAINT CAN BE SENT TO THE BUSINESS. If you do not want your complaint sent to the business, please explain:		

BUSINESS INFORMATION

Name of Business Involved: _____		
<i>Please print or type</i>		
Business Address: _____		
City: _____	Province or Territory: _____	Postal Code: _____
Phone: (____) _____	Name of Owner or Manager (If known): _____	
Names and Addresses of any other businesses involved in your complaint: _____		

Item or Service Purchased: _____		
Cost of Item or Service: _____	Did you sign a contract? Y N	Account # (if applicable): _____
Date of Transaction: ____ / ____ / ____	Salespersons: _____	
Was an advertisement involved? Y N	Date and Source of Advertisement: _____	

ABOUT YOUR COMPLAINT

Have you complained to the Business: Y N	If YES, to whom: _____
What response did you receive? _____	
If you have not contacted the business, explain why not: _____	
Have you filed a complaint about this business with Consumer Services before? Y N If Yes, the date: __ / __ / __	
Have you contracted a private attorney? Y N	
Is there a court or other legal proceeding pending? Y N	If YES, please explain: _____

EXPLAIN YOUR COMPLAINT IN DETAIL (use additional pages if necessary):

What do you think the business should do to resolve your complaint?

In filing this complaint with Consumer Services of Municipal and Community Affairs, you are stating that the information you are providing is true to the best of your knowledge and that the information can be used by Municipal and Community Affairs in the office's enforcement activities.

Please Note: The *Consumer Protection Act* is amended to ensure that the provisions that limit access and provide for security of information collected during investigations under the Act continue to apply despite *the Access to Information, Protection of Privacy Act*.

SIGNATURE

DATE