

**Ministry of Government and
Consumer Services**

Consumer Protection Branch
77 Wellesley Street West
PO Box 450
Toronto, ON M7A 2J6

Telephone: 416-326-8800
Facsimile: 416-326-8665



Consumer Complaint

You are receiving this notice because a customer has a complaint about your business and believes you have contravened the Consumer Protection Act, 2002.

At this time, the Ministry of Consumer Services has not initiated a formal investigation into the complaint.

The ministry's Consumer Protection Branch administers and enforces a number of consumer protection laws to ensure that businesses act fairly and ethically.

Our policy is that consumers who have a complaint should first seek to resolve the problem by writing to the business. A letter from your customer is attached.

- **Next steps:**

Our aim is to ensure that consumers and businesses have information about their rights and obligations that is clear and easy to understand. Please take a moment to consider the details of the letter. You may also wish to review your obligations under the Consumer Protection Act. Your efforts to resolve the matter may avoid the need for us to become involved.

If you have not responded to the consumer, addressing the concerns in their attached letter within three weeks, the consumer may file a formal complaint about your business. If the issue falls under the Consumer Protection Act, the ministry may help mediate a solution. If we are unable to do so or your business is found to be in breach of the act, we may take enforcement action against you or your business.

- **Penalties and other options:**

Where an investigation finds a violation of the law, charges may be laid. Successful prosecution may result in fines of up to \$50,000 for an individual or imprisonment for not more than two years less a day, or both. A company may be liable to a fine of up to \$250,000.

The act requires the ministry to post information about businesses that fail to respond to consumer complaints; actions it has taken against a business; and charges laid and convictions. This information is available to the public on Ontario's Consumer Beware List at ontario.ca/consumerbeware. Where information relating to a charge is posted on the public record, the business is not guilty of an offence unless a court of law has so determined.

You are welcome to contact our office, toll free at 1-800-889-9768 or at (416) 326-8800 for more information about the Consumer Protection Act and your responsibility to consumers.