

—Here's how to complain!

of Consumer and Commercial Relations at 555 Yonge Street, Toronto, M7A 2H6 416 963-1111 or 1 800 268-1142 (toll free).

Children's toys, portable car seats, cribs, cradles, pacifiers, playpens, strollers, and flammability standards for sleepwear and bedding all come under the jurisdiction of the Hazardous Products Act, administered by the Product Safety Branch of Consumer and Corporate Affairs Canada (CCAC), a federal government department.

The act provides mandatory flammability and labelling standards for all textile fiber products sold in Canada and also covers household chemicals. If you have general inquiries or concerns about potential hazards, you can call CCAC at 819 997-1194 (Ottawa/Hull), or any regional, district or area office (which will be listed in your phone book). You can obtain the department's publications either by writing to Consumer and Corporate Affairs Canada, Ottawa, K1A 0C9, or by calling 819 997-2938.

The same department will also investigate complaints of misleading advertising (including warranties and guarantees that are "materially

misleading") under the federal Competition Act (formerly the Combines Investigation Act). You can call 819 997-4287 (Ottawa/Hull) or any area office.

Industry organizations that represent manufacturers or retailers can often intervene to resolve your complaint. For problems with a major household appliance or an electronic unit like a color TV, VCR or stereo, contact: The Canadian Electronic and Appliance Service Association, 10 Wynford Heights Crescent, Don Mills, M3C 2S2, 416 447-2511.

Problems with mail order purchases — such as being charged for goods that are damaged or not as advertised — can be directed to The Canadian Direct Marketing Association, which has a national "Operation Integrity" program in effect. Write to: 1 Concord Gate, Suite 607, Don Mills, M3C 3N6, or phone 416 391-2362. They are also the people to write to if you want your name removed from a mailing list.

Similarly, for products you buy directly from a seller, usually in your own home, the Direct Sellers Association is the organization that administers the Code of Ethics members agree to follow. The associa-

tion can be reached at 4950 Yonge Street, Suite 1400, North York, M2N 6K1, 416 733-8071.

For complaints concerning a wide range of companies, you might consult your local Better Business Bureau, a private, business-sponsored organization with bureaus across Canada. The BBB can also help you avoid problems from the outset by confirming whether the company you may be dealing with is considered reputable.

As a last resort for getting your money back, you might consider fighting it out in Small Claims Court. Further information can be obtained from the Ontario Ministry of the Attorney General, in the blue pages of your telephone directory.

Is the customer always right? Not necessarily. But, if you think you have a legitimate complaint, you should pursue it with the appropriate agency in a calm, rational, courteous manner. You may not win your case 100 per cent of the time. At the very least, however, you will succeed in becoming a better informed consumer.

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Supplies available from FWIO...

Please allow four to six weeks for delivery of FWIO supplies. Send your order to FWIO, P. O. Box 1030, Guelph, N1H 6N1. Remember to state your name, address and phone number, as well as your WI branch. Enclose a cheque or money order for the entire amount, payable to Federated Women's Institutes of Ontario.

FWIO Badge (oval)	\$8.00	Pattern of WI crest (set of 3)	2.00
ACWW Badge (green)	4.00	Mary Stewart Collect	60
Coffee Spoon (silver plate) with WI crest	5.00	Business cards (50/pkg.)	2.50
Rubber Stamp with WI Crest, 3/4 x 1 inch	4.15	Portrait of Mrs. Hoodless (5 x 7 inch)	1.50
Embossed blue & gold gummed crests (100/roll) ..	2.50	Portrait of Erland Lee (5 x 7 inch)	2.00
District Minute Book	15.00	Set of 3 prints (Hoodless, Lord & Lady Tweedsmuir, The Forward)	60
Membership cards	n/c	Handbook	5.00
FWIO Brochure	each .10	Plus postage: 1 book	1.25
.....	100 7.50	2 — 10 books	2.50
WI Crest Hasti-Notes with envelopes	each .20	11 — 40 books	4.00
.....	pkg. 2.00	41 — 70 books	6.00
Bicentennial Hasti-Notes with envelopes ..	6/pkg. 2.00		