

# AS A CONSUMER IN ONTARIO YOU HAVE THE RIGHT TO MAKE A COMPLAINT

## To avoid problems, know the rules before you close the deal.

Most consumer complaints can be remedied easily if the buyer and seller recognize each other's rights and responsibilities and use common sense.

## HOW TO MAKE A COMPLAINT

Once you have decided that you have a legitimate complaint, here's how to go about making it:

- Explain your problem clearly and calmly to the sales clerk. If the sales clerk is unable to help you, see the manager.
- Still no satisfaction? Send a registered letter to the person in charge. Include in the letter your name, address and telephone number; the name and type of product purchased, date of purchase and price paid; an outline of your problem and your attempts to solve it; copies of receipts, work orders and any other documentation; and what you want the company to do about your problem.
- Negotiate. You may persuade the merchant to exchange your purchase or make alternate arrangements.
- The Business Practices Act



protects you against false, misleading or deceptive representations. To cancel a contract, send a registered letter which states: "I exercise my right of rescission under Section 4 of the Business Practices Act."

Include your reasons for making the request.

- Visit the nearest Consumer Services Bureau and the Better Business Bureau for help in preparing letters of complaint or cancellation. If you are unable to resolve the problem, the staff will mediate on your behalf.



Ontario

## WHAT TO DO BEFORE YOU BUY

These simple guidelines will help you avoid many problems:

- Comparison shop. Look at prices, guarantees, service agreements in several stores.
- Check a company's reputation with your local Better Business Bureau.
- Ask about the store's policy on refunds and exchanges. You may not be entitled to them.

- Remember all contracts are binding. If you change your mind about a purchase or find a better price elsewhere, you are still bound by your signed agreement.
- Keep sales slips, cancelled cheques, contracts, copies of ads, bills and any other relevant information.

For further assistance, or a free copy of the Information Bulletin "Consumer Complaints", write to:  
Consumer Information Centre  
Ministry of Consumer & Commercial Relations  
555 Yonge Street  
Toronto, Ontario M7A 2H6  
(416) 962-1111

**Frank Drea,**  
**Minister of Consumer & Commercial Relations**  
**William Davis, Premier**