

# 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



### 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) 963-1111.

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



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.

# Selects win 10-6

STOUFFVILLE — The Men's Amateur Hockey League team of 'Selects' acquitted themselves well on Saturday night when they downed a team of London 'All Stars' 10-6 at the Centre Ice arena at Victoria Park.

The Stouffville boys had reservations about playing three full periods and expected to fade a little in the third. Their fears were unfounded as they played strongly from start to finish.

The 'Selects' were quick to take advantage of being on 'home ice' and snatched a 3-1 lead in the first period. 'Select' goals

came from John Blair, Ron Arends and Mike Sacco.

In the second period the visitors 'found their skates' and quickly scored two goals, within 60 seconds of each other. This did not faze the 'Selects' who managed to net three more before the end of the period. Bill Clemson collected two and Paul Stalberg added number three for Stouffville.

Going into the third it could have been anyone's game, the London boys looked perfectly capable of coming from behind and winning. This proved to be their best period as

they netted three more goals. However, unfortunately for them, the 'Selects' did not fade as expected, and came back strong to add four more goals. Ken Chupa, Eric Scaife, Ron Graham and Ron Arends scored for the Selects in the last period.

There was an excellent turn out for this game. The London team brought a bus load of supporters and everyone appreciated the very fast game and sportsmanlike attitude of the players. They showed their appreciation at the end of the game with a resounding round of applause.

# SPORTS

## Girls hockey results

STOUFFVILLE — Girls Hockey League results for week ending February 18 are as follows:

**JUNIOR.** Lions 3 Kinsmen 3. Lions goals: Karon Brodie 3. Kinsmen goals: Ann Marie Lacourse 2. Michelle Coppins 1. Lions assists: Autumn Goslin. Kinsmen assists: Liz Brodie 2. Sandy Hinks 2.

**Gormley 6 Laurelea 1.** Gormley goals: Leslie Roberts 3. Sheila McGreavey 2. Allison

Lowery. Laurelea goals: Erin Shepherd. Gormley assists: Leslie Roberts. Sheila McGreavey. Allison Lowery. Lori Hogg. Laurelea assists: Andrea Tricker.

**SENIOR.** L & M 6 I.G.A. 2. L & M goals: Cathy McBeth 4. Julie Thompson 2. I.G.A. goals: Jackie Arnett. Gloria Mintz. L & M assists: Cathy McBeth. Julie Thompson 2. Cheryl Morrison 2. Mary Albright. I.G.A. assists: Bonnie Hollingsworth.

Ladies Credit Union 3 Sales Barn 2. Credit Union goals: Lyn Ferris. Barb Lee. Lillian Cordell. Credit Union assists: Lyn Ferris. Pattie Creet.

In the senior All Stars game Stouffville went down to Newmarket 4-1. Jo Lynn Aytote scored Stouffville's only goal.

## Play-off

STOUFFVILLE — Having lost both their previous play-offs against Markham and Whitby 2-1 and 3-2 respectively, the Bantam 'B's' will have to be 'up' for their next game against Markham, at the arena on Thursday 22 at 7 p.m.

Although they have played well in the play-offs, the Bantams have just not had that little bit of luck that would have seen them two up at this stage of the game.

If they lose this one they are out of the running.

## Stars

STOUFFVILLE — A team of Junior Girls All Stars will be playing against a team from St. Margarets of Scarborough at 6:30 Sunday evening the 25th February, at Stouffville arena.

The girls play an excellent game of hockey, and would like to have some support against the influx of Scarborough supporters. How about it?



Stouffville's Men's Amateur Hockey League team of 'Selects' who defeated a London 'All Star' team on Saturday evening. (1 to r. back row) Bill Carr (coach) John McDougall, Ken Chupa, Paul Stalberg, John Blair, Jim Teeter,

Ron Arends, Ron Graham, Frank Kafkun, Lionel Villeneuve, Bill Ormson, Bill Upton (coach). (1 to r. front row.) Steve Upton, Eric Scaife, Jamie Copeland, Tom Stevenson, Rick Romanik, John Tardella, Mike Sacco.

## Bowling scores

### Monday night mens

STOUFFVILLE — In the Monday night Mens Bowling league Glen Jackson rolled a high

triple of 795. Other scores were as follows: Bill Dart 723. Ken Bundy 706. John Wilson 702. John Vanderligt 698. Barry Irving

694. Robert Boake 687. Bill Cargill 677. Larry Booth 673. Harry Burnett 673. Byron Tuck 672. Gary Dube 655.

## Tuesday mixed ladies

STOUFFVILLE — Lois Bartley was on top form in the Tuesday night Ladies Legion fixture when she rolled three singles games of 278, 269 and 258 for a high triple of 805. Other scores were as follows: Betty Turner 757 (286, 251, 220). Edna Piette 666 (235, 221, 210). Nancy Lehman 648 (267, 217). Jean Dart 644 (247, 204). Marion Grove 633 (287). Debbie Pattenden 631 (279, 202). Pat Appleton 623 (234, 231).

224. Haye Lehman 611 (216, 203). Ella Nichols 606 (213, 211). Anna Fretz 603 (219, 203). Barb Thomas 232. Sadie Greenshields 227. Aldine Sinclair 223. Mae. Budd 217. Karen Foote 216. Bev Marshman 213. Joanne Rennie 210. Glenys Yorke 207. Kathy Turner 202. Anne Jackson 210.

In the Tuesday night Mixed Bowling league Bud Feaver scattered the pins for a high triple of 852 with singles games of 264, 343 and 245. Other

results are as follows: Norm Dunn 789, (254, 256, 279). Rick Burrows 775 (266, 216, 293). John Nesbitt 631 (301). Dave Cummings 619 (244). Rick Hollin 612 (203, 260). Heather Mark 606 (217, 210). Randy Lee 207, 219. Ron Lageer 215, 209. Garth Good 209, 205. Barb Lee 240. Darlene Johnston 230. B. Cumming 227. Debbie Burrows 223. Dianne Dufon 218. Arlene Bulson 217. Sue Bell 212. Bertie Feaver 207. Grietje Gray 207.

## Participate in Canada's Employment Tax Credit Program.

The Employment Tax Credit Program was introduced by the Government of Canada to stimulate employment in the private sector. In essence, we're encouraging you to expand your work force by providing a tax break for your business.

The potential annual tax credit for each new employee is over \$3,000. And there is no limit to the number of new employees you can hire.

Now, by using the experience we've gained so far, we've changed the program to make it even more attractive.

Up to 33 1/2% more tax credit. The maximum term for the tax credit has been increased from nine to 12 months for each new

employee. That means up to 33 1/2% more tax credit.

**Greater eligibility.** We have expanded the number and types of businesses eligible to benefit. Now almost every business that's been operating in Canada for a year or more can join in.

**Wider choice of new employees.** Now, almost anyone who's unemployed and registered at a Canada Employment Centre for a minimum of two weeks is eligible.

**A minimum of red tape.** We've simplified the procedure, so you can do the whole thing, from beginning to end, with just two single-page forms.

For full details on the program, contact any Canada Employment Centre/Canada Manpower Centre.

## EMPLOYERS: CAN YOU IGNORE A POSSIBLE TAX CREDIT OF \$3,000 OR MORE?



Employment and Immigration Canada  
Bud Cullen, Minister

Employment and Immigration Canada  
Bud Cullen, Minister

### Need a change of pace?

Whatever your age, CUSO offers you two years in a developing country, using your skills and contributing to the future. You need job experience, good health and the ability to improvise and adapt. A diploma or degree is an asset but is not essential.

Positions are available for agriculture extension workers, horticulturalists, farm managers, home economists, agricultural mechanics and co-op development personnel.

Salaries are not high by Canadian standards but do provide an adequate standard of living. Other rewards include challenge and a new lifestyle in a different culture.

Please write: CUSO A-6  
33 Saint George St.  
Toronto, Ontario  
M5S 1A1

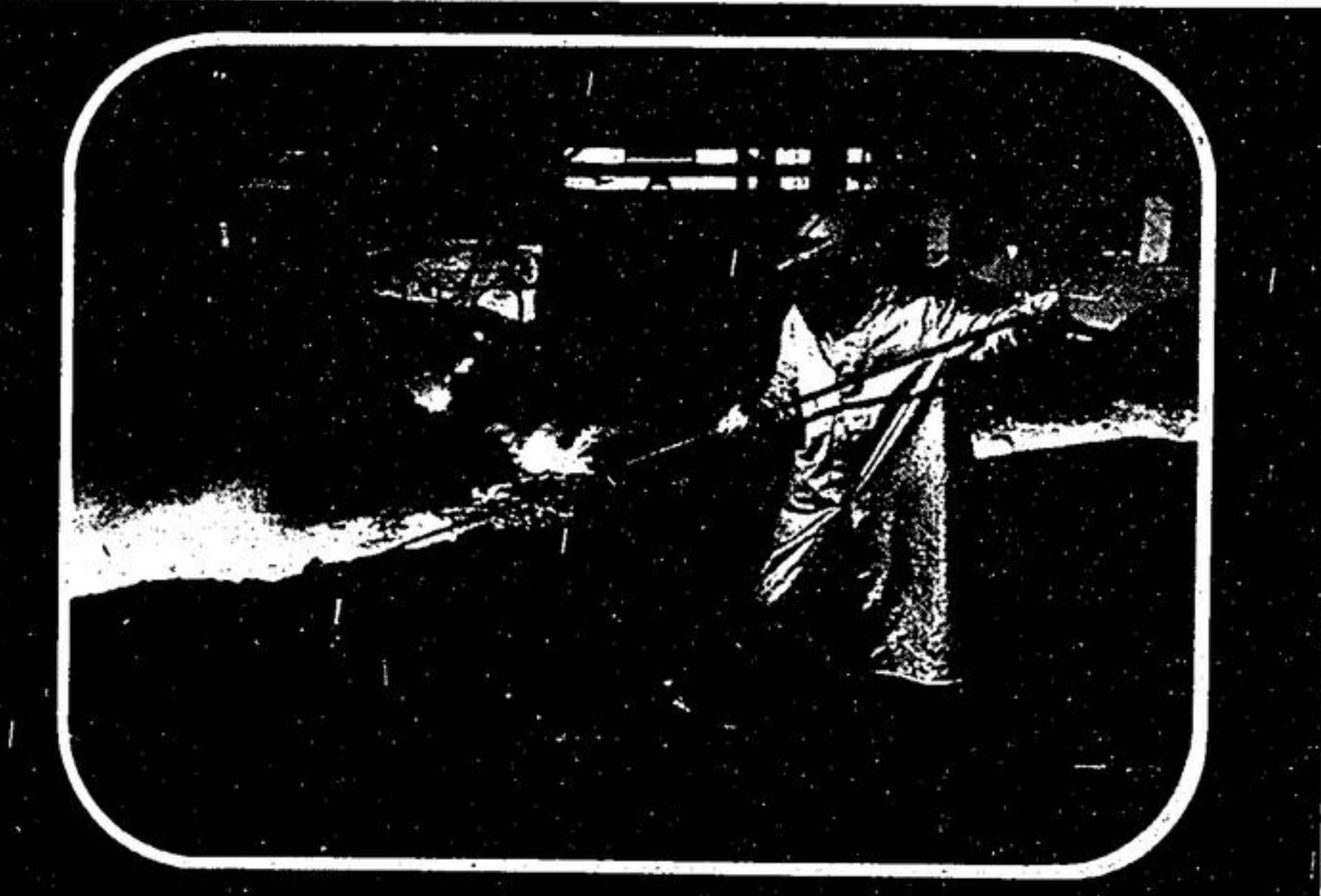
as an alternative... CUSO

## Wednesday mixed

STOUFFVILLE — Byron Tuck played well in the Wednesday night Mixed Bowling league and came up with a high triple of 903 with singles games of 282, 315 and 306. Lois Bartley bettered her previous nights high triple and came home with a 827 and singles games of (246, 308 and 273). Other scores were as follows: Howie Lockhart 714 (209, 239, 266). Jim Hindle 663 (201, 241, 221). Jean Dart 672 (256, 222). Grant Drewery 631 (207, 280). Tiny Vicar 611 (219, 208). Floyd Forsyth 608 (232). Bill Dart 604 (200, 210). Stan Crust 216, 252. Debbie Forsyth 230, 211. Barbara Menar 203, Chris Crust 250. Teri Pilkey 204. Earl Crowden 201.

## Win 16th straight

STOUFFVILLE — The 'Sousses' basketball team came through with their sixteenth straight win of the season when they downed the Joseph Gould 'Golden Hawks' for the second time this year. Jim Hill once again led the scoring with 28 points and Don Beauchamp and 'Pistol' Jim Fletcher adding 16 and 15 respectively. Dave Connell and Randy Barber added 6 apiece with Eric Button rounding the score with two more to give the Sousses an overwhelming victory of 73-33.



Your I.A.P.A. has safety skills to share! (And it doesn't cost taxpayers a penny!)

## Safety at work ... everywhere!

I.A.P.A. The Industrial Accident Prevention Association is totally funded by business and industry. If your company is in manufacturing or retail industries, very likely it's a member of I.A.P.A!

How does it feel to be part of a world authority on health and safety, without costing taxpayers a penny? Good! Now get your own money's worth! If you have a need for information or consultation, contact I.A.P.A. today. We're constantly up-dating health and safety theory and practice, at work, at home, everywhere!

Industrial Accident Prevention Association  
2 Bloor Street East, 23rd Floor, Toronto, Ontario  
M4W 3C2 (416) 965-8888



NON-PROFIT • BUSINESS FUNDED • SINCE 1917

IAPA 15-79



## EMERGENCY !!!SALE!!!

### JOHN'S HIDE-A-WAY • FORCED TO VACATE •

His mattress and bedding warehouse by February 28th. John rather sells cheap than move, so...

**NO REASONABLE OFFER REFUSED!**

ALL MATTRESSES • BOX SPRINGS • BUNK BEDS • MATES BEDS •

SOLD BEFORE FEB.

ALL CHESTERFIELD SUITES \$50.00 OFF IN FEB.

## JOHN'S HIDE-A-WAY

FURNITURE IN MARKHAM, NEXT TO CANADIAN TIRE HWY. 7 PHONE 294-1055