



Canadian Consumer Handbook

Complaints

This content has moved to [The Complaint Roadmap](#) page on the Office of Consumer Affairs website.

Contacts For This Topic

Provincial and Territorial Consumer Affairs Offices

Alberta

Service Alberta, Consumer Contact Centre

Commerce Place 3rd Floor
10155 102nd Street

Edmonton, Alberta T5J 4L4

Telephone: 780-427-4088

Toll Free: 1-877-427-4088

Email: service.alberta@gov.ab.ca

Website: www.servicealberta.ca

British Columbia

Consumer Protection BC

321-3600 Uptown Blvd
PO Box 9244

Victoria, British Columbia V8W 9J2

Telephone: 604-320-1667

Toll Free: 1-888-564-9963

Fax: 250-920-7181

Email: info@consumerprotectionbc.ca

Website: www.consumerprotectionbc.ca

Manitoba

Consumer Protection Office, Manitoba Justice

302-258 Portage Avenue
Winnipeg, Manitoba R3C 0B6

Telephone: 204-945-3800

Toll Free: 1-800-782-0067

Fax: 204-945-0728

Email: consumers@gov.mb.ca

Website: www.manitoba.ca/consumerinfo

New Brunswick**Financial and Consumer Services Commission**

200-225 King St
Fredericton, New Brunswick E3B 1E1
Toll Free: 1-866-933-2222
Fax: 506-444-4494
Email: info@fcb.ca
Website: fcb.ca/financialconsumer.html

Newfoundland and Labrador**Service NL**

PO Box 8700
St. John's, Newfoundland and Labrador A1B 4J6
Telephone: 709-729-2600
Toll Free: 1-877-968-2600
Fax: 709-729-6998
Email: consumeraffairs@gov.nl.ca
Website: www.servicenl.gov.nl.ca/consumer/consumer_affairs

Northwest Territories**Consumer Affairs, Department of Municipal and Community Affairs**

600-5201 50th Ave
Yellowknife, Northwest Territories X1A 3S9
Telephone: 867-767-9161 ext 21022
Fax: 867-873-0309
Email: consumer_affairs@gov.nt.ca
Website: www.maca.gov.nt.ca/en/services/consumer-affairs

Nova Scotia**Public Enquiries, Service Nova Scotia**

Mail Room 8 South
Maritime Centre
1505 Barrington Street

Halifax, Nova Scotia B3J 3K5
Telephone: 902-424-5200
Toll Free: 1-800-670-4357
Fax: 902-424-0720
Email: askus@novascotia.ca
Website: novascotia.ca/sns/access/individuals/consumer-awareness.asp

Nunavut**Consumer Affairs, Department of Community and Government Services**

3090 9th St
P.O. Box 440

Baker Lake, Nunavut X0C 0A0
Telephone: 867-793-3303
Toll Free: 1-866-223-8139

Fax: 867-793-3321

Email: consumerprotection@gov.nu.ca

Website: www.gov.nu.ca/community-and-government-services/information/consumer-affairs

Ontario

Consumer Protection Ontario, Ministry of Government and Consumer Services

Box 450

1201 Wilson Ave Station A

Toronto, Ontario M3M 1J8

Telephone: 416-326-8800

Toll Free: 1-800-889-9768

Phone (TTY): 416-229-6086

Phone (TTY) 2: 1-877-666-6545

Fax: 416-326-8665

Email: consumer@ontario.ca

Website: www.ontario.ca/page/consumer-protection-ontario

Prince Edward Island

Consumer Services, Department of Justice and Public Safety

Shaw Building 4th Floor

95 Rochford Street

PO Box 2000

Charlottetown, Prince Edward Island C1A 7N8

Telephone: 902-368-4580

Toll Free: 1-800-658-1799

Fax: 902-368-5283

Website: www.princeedwardisland.ca/en/topic/consumer-services

Quebec

Office de la protection du consommateur

450-400 Jean-Lesage Blvd

Québec, Quebec G1K 8W4

Telephone: 418-643-1484

Toll Free: 1-888-672-2556

Fax: 418-528-0976

Website: www.opc.gouv.qc.ca

Yukon

Consumer Services, Department of Community Services

307 Black Street

Whitehorse, Yukon Y1A 2N1

Telephone: 867-667-5111

Toll Free: 1-800-661-0408 ext. 5111

Fax: 867-667-3609

Email: consumer@gov.yk.ca

Website: www.community.gov.yk.ca/consumer/cp.html

Saskatchewan

Consumer Protection Division, Financial and Consumer Affairs Authority of Saskatchewan

500–1919 Saskatchewan Dr
Regina, Saskatchewan S4P 4H2
Telephone: 306 787-5550
Toll Free: 1 877 880-5550
Fax: 306 787-9779
Email: Consumerprotection@gov.sk.ca
Website: www.fcaa.gov.sk.ca

Better Business Bureaus

Better Business Bureau of Mainland B.C.

788 Beatty Street, Suite 404
Vancouver, British Columbia V6B 2M1
Telephone: 604-682-2711
Fax: 604-681-1544
Email: contactus@mbc.bbb.org
Website: www.bbb.org/local-bbb/bbb-of-mainland-bc

Better Business Bureau of Vancouver Island

220-1175 Cook Street
Victoria, British Columbia V8V 4A1
Telephone: 250-386-6348
Toll Free: 1-877-826-4222
Fax: 250-386-2367
Email: info@vi.bbb.org
Website: www.bbb.org/local-bbb/bbb-serving-vancouver-island

Better Business Bureau of Southern Alberta and East Kootenay

#5, 1709 8 Avenue NE
Calgary, Alberta T2E 0S9
Telephone: 403-531-8784
Fax: 403-640-2514
Email: info@calgary.bbb.org
Website: www.bbb.org/local-bbb/bbb-serving-southern-alberta-and-east-kootenay

Better Business Bureau of Central and Northern Alberta

16102 100 Avenue NW
Edmonton, Alberta T5P 0L3
Telephone: 780-482-2341
Toll Free: 1-800-232-7298
Fax: 780-482-1150
Email: info@edmonton.bbb.org
Website: www.bbb.org/local-bbb/bbb-of-central-and-northern-alberta

Better Business Bureau of Saskatchewan

980 Albert Street
Regina, Saskatchewan S4R 2P7
Telephone: 306-352-7601
Toll Free: 1-888-352-7601
Fax: 306-565-6236
Email: info@sask.bbb.org
Website: www.bbb.org/local-bbb/bbb-of-saskatchewan

Better Business Bureau Serving Manitoba and Northwestern Ontario

1030 B Empress Street
Winnipeg, Manitoba R3G 3H4
Telephone: 204-989-9010
Toll Free: 1-800-385-3074
Fax: 204-989-9016
Email: accreditation@manitoba.bbb.org
Website: www.bbb.org/bbb-directory/ca/mb

Better Business Bureau Serving Western Ontario

206-190 Wortley Road
London, Ontario N6C 4Y7
Telephone: 519-673-3222
Toll Free: 1-877-283-9222
Fax: 519-673-5966
Email: info@westernontario.bbb.org
Website: www.bbb.org/local-bbb/bbb-serving-western-ontario

Better Business Bureau Serving Central Ontario

903 - 30 Duke Street West
Kitchener, Ontario N2H 3W5
Telephone: 519-579-3080
Toll Free: 1-800-459-8875
Fax: 519-570-0072
Email: info@mwco.bbb.org
Website: www.bbb.org/local-bbb/bbb-serving-central-ontario

Better Business Bureau of Eastern, Northern Ontario and the Outaouais

505-700 Industrial Avenue
Ottawa, Ontario K1G 0Y9
Telephone: 613-237-4856
Toll Free: 1-877-859-8566
Fax: 613-237-4878
Email: info@ottawa.bbb.org
Website: www.bbb.org/local-bbb/bbb-of-eastern-and-northern-ontario-and-the-outaouais

Better Business Bureau Serving the Atlantic Provinces

7071 Bayers Road, Suite 279

Halifax, Nova Scotia B3L 2C2
Telephone: 902-422-6581
Fax: 902-429-6457
Email: info@ap.bbb.org
Website: www.bbb.org/local-bbb/better-business-bureau-serving-the-atlantic-provinces
