



# AIR TRAVEL COMPLAINTS

Important Information and Instructions

— Read Prior to Filling Out Form —

## Step 1: Contact the Air Carrier

Before asking the Canadian Transportation Agency to investigate your complaint, you should first attempt to resolve the problem you have experienced by dealing directly with your air carrier (refer to the attached sheet: Major Air Carriers – Customer Service Departments). If you have not allowed the air carrier at least 30 days for an opportunity to respond to your written complaint, the Agency's role will be limited to forwarding a copy of the complaint to the carrier which will be asked to respond directly to you.

## Step 2: Determine Whether Your Complaint Falls Under the Agency's Mandate

The Agency can deal with issues such as:

- **Baggage:** For example lost, damaged and delayed baggage, or limits to size and quantity of baggage. Baggage claims, both domestic and international, are subject to proof of loss. Also, generally speaking, the Agency cannot award compensation beyond the limits of liability prescribed by carriers in their tariffs.
- **Flight disruptions:** Note that carriers do not usually accept liability for flight delays, for missed connections when a person is travelling on tickets of two or more unrelated carriers, for costs incurred as a result of "force majeure" situations (weather conditions, mechanical breakdown), or for consequential damages resulting from flight delays.
- **Tickets and reservations:** For example lost tickets, expired tickets, charges related to reissuing a ticket, and cancelled reservations. Matters related to tickets and reservations are within the Agency's jurisdiction, and the terms and conditions associated with these matters must be clear, reasonable and not unduly discriminatory.
- **Denied boarding:** Refers uniquely to a situation where a person is unable to board an aircraft due to a situation where a carrier sells more seats than it has available (also referred to as "over-booking" or "bumping").
- **Refusal to transport:** Refers to a situation where a person is not permitted to board an aircraft or is removed from an aircraft due to something that the person allegedly did or failed to do.
- **Passenger fares and charges:** The Agency's jurisdiction over domestic air carrier pricing is limited to passenger fares on routes within Canada on which there is no, or very limited, competition. Air fares and charges to and from Canada must be consistent with air carrier tariffs, international conventions and/or the applicable bilateral air services agreement between Canada and the country involved.
- **Cargo:** The Agency has jurisdiction over the level and range of cargo rates on domestic routes with little or no competition. The Agency's jurisdiction on international services is dependent on the nature of the applicable international convention or air transport agreement. As for terms and conditions of cargo carriage, whether for domestic or international transportation, they must be clear, reasonable and not unduly discriminatory.
- **Carrier-operated loyalty programs (e.g. AAdvantage, World Perk, Skymiles):** The Agency has limited jurisdiction over carrier-operated loyalty programs and can respond to related complaints such as availability, missing points, points redemption, and reservations.



The Agency cannot deal with issues related to:

- **The level or quality of customer service:** These matters fall strictly within the purview of the airline's management and should be brought directly to their attention. Refer to the attached sheet: Major Air Carriers – Customer Service Departments.
- **Tour operators:** Complaints about the land portion of the package or services offered by the tour operator come under provincial jurisdiction and should be addressed to your provincial / territorial office dealing with consumer matters including travel.\*
- **Travel agents:** Complaints about travel agents should be addressed to your provincial / territorial office dealing with consumer matters including travel.\*
- **Consequential damages:** The Agency does not have the mandate to award consequential damages such as loss of income, loss of enjoyment, pain and suffering, etc. Any decision as to the merit of such a claim or the amount to be awarded for such claim can only be dealt with by a court of law.
- **Aircraft safety and security:** These matters fall under the jurisdiction of Transport Canada's Safety and Security Group – Civil Aviation Directorate.\*
- **Aircraft noise:** Complaints about aircraft noise should be addressed to the airport authority in question.
- **Aircraft cabin standards:** These matters fall under the jurisdiction of Transport Canada's Cabin Safety Standards Division.\*
- **Problems in airport terminals:** Your complaints should be sent directly to the airport authority responsible for the airport where you encountered your problem. Transport Canada maintains a list of Canadian Airport Authorities.\*
- **Problems with airport security:** These matters fall under the jurisdiction of the Canadian Air Transport Security Authority.\*
- **Non-carrier operated loyalty programs:** Certain loyalty and frequent shopper programs such as Aeroplan and Air Miles are run by corporations that are independent of air carriers, therefore transactions made with these companies are private and contractual in nature and are not part of the Agency's jurisdiction.
- **Unfair competitive practices:** The Competition Bureau is responsible for handling complaints in respect of unfair competitive practices, mergers/acquisitions or predatory behaviour involving air carriers operating in Canada.\*
- **Bilingual services:** Air Canada and its affiliates are the only air carriers subject to the terms of Canada's *Official Languages Act*. If you have a complaint regarding language issues for any carrier, you should first contact the carrier involved (refer to the attached sheet: Major Air Carriers – Customer Service Departments). However, if you wish to pursue the issue, and it concerns Air Canada and/or its affiliates, you may also complain to the Commissioner of Official Languages.\*

\* For contact information, refer to the attached sheet: *Other Government Authorities*.



### Step 3: Fill Out and Submit the Air Travel Complaint Form and Supporting Documentation

Fill out and mail the attached form. In so doing, you will be participating in the Agency's informal complaint resolution process. The informal process attempts to resolve travellers' complaints about air carriers in a manner consistent with the carrier's legal obligations. That is:

- the fares, rates, charges and terms and conditions of carriage outlined in the carriers' tariffs;
- the *Canada Transportation Act* and related regulations; and
- international conventions, where applicable.

Attach the following to your complaint form, as a minimum, legible **copies** of:

- all correspondence exchanged with the air carrier;
- the electronic or paper ticket; and
- any claim forms and receipts of expenses for reimbursement, if applicable.

**Note:** You may also attach copies of any other pertinent information in support of your complaint at this time or wait until requested to do so. Do not send original documents. Once you have filed your complaint with us, your legal rights before the Agency are fully protected.

Next steps:

- You will be contacted by one of the Agency's Complaints Investigators once your file is activated. He or she may ask you questions to better understand the nature of your complaint.
- The Complaints Investigator will then assess whether your air carrier appears to have lived up to its legal obligations and, if warranted, will try to facilitate a settlement with the carrier.

**Note:** If you are completing the form on behalf of the passenger, you must be able to fully participate in all aspects of the complaint handling process, with the authorization of the passenger.

### Step 4: Understand the Informal vs. Formal Complaint Resolution Process

The Agency's mandate is to ensure that air carriers respect their legal obligations and that their tariffs are clear, reasonable and not unduly discriminatory. For the most part, all complaints received by the Agency are first dealt with by the informal complaint resolution process. If it is believed that the carrier has settled your complaint in a manner consistent with its legal obligations or when the Agency's efforts to resolve your complaint with your carrier by way of the informal process have been unsuccessful, you will be advised in writing and given an explanation of the conclusion. If you are not satisfied with the result of the informal complaint resolution process – if you believe that the air carrier has not respected its legal obligations, or if you believe that the carrier's tariff is not clear, is unreasonable or is unduly discriminatory – you may be able to turn to the Agency's formal process for complaint resolution.

The Agency is a quasi-judicial administrative tribunal responsible for a wide range of adjudicative and economic matters pertaining to federally regulated air, rail and marine transportation. The quasi-judicial decision-making process of the Agency for complaints is governed by rules of procedural fairness and natural justice. This formal process is conducted fairly and impartially and results in a decision by a panel of Members assigned to the complaint. The formal process usually involves a written exchange of arguments (pleadings) between the complainant and the air carrier. If the Agency believes that your case is of general public interest, it may choose to hold a public hearing. Once the panel has considered and weighed the evidence submitted by the parties, it will render a formal Agency decision.



It is important that you are aware that the decision will be posted on the Agency's Web site and will include the names of the parties. The decision will also be distributed to a number of organizations that have subscribed to receive Agency decisions. All other personal information will be protected. For further information on the disclosure of personal information, refer to the Privacy Statement attached to the Air Travel Complaint Form.

### **Step 5: Further Questions?**

If at any point you have questions or require further information, please do not hesitate to contact the Agency at:

Canadian Transportation Agency  
Ottawa, ON K1A 0N9  
Tel: 1-888-222-2592  
Fax: 819-997-6727  
TTY: 1-800-669-5575  
Web: [www.cta.gc.ca](http://www.cta.gc.ca)  
E-mail: [info@otc-cta.gc.ca](mailto:info@otc-cta.gc.ca)



## AIR TRAVEL COMPLAINT FORM

- Bring your complaint to the attention of the air carrier in writing before filing a complaint with the Canadian Transportation Agency (refer to the attached: Major Air Carriers – Customer Service Departments).
- Allow the air carrier at least 30 days for an opportunity to respond to your complaint before contacting the Agency. If you have not done so, the Agency’s role will normally be limited to forwarding a copy of the complaint to the carrier which will be asked to respond directly to you.

**INSTRUCTIONS:** Any field marked by an asterisk ( \* ) must be completed. Attach additional pages if required.

Part 1 – COMPLAINANT INFORMATION (your contact information)			
<input type="checkbox"/> Mr.	<input type="checkbox"/> Ms.	<input type="checkbox"/> Mrs.	<input type="checkbox"/> Miss
Given Name *		Initial *	Surname (last name) *
Mailing Address (Number/Street/Apt./P.O. Box) *			
Town or City *		Country *	
Prov./Ter./State (for Canada/U.S. only) *		Postal/Zip Code * (Canada/U.S. only)	
Daytime telephone *	Extension *	Evening telephone *	Extension
Cellular telephone		Fax Number	
E-mail Address			

Part 2 – PASSENGER INFORMATION			
Complete this part if you are submitting a complaint on behalf of someone else.			
<input type="checkbox"/> Mr.	<input type="checkbox"/> Ms.	<input type="checkbox"/> Mrs.	<input type="checkbox"/> Miss
Given Name *		Initial *	Surname (last name) *
Mailing Address (Number/Street/Apt./P.O. Box) *			
Town or City *		Country *	
Prov./Ter./State (for Canada/U.S. only) *		Postal/Zip Code * (Canada/U.S. only)	
Home telephone		E-mail Address	
Signature of the person on whose behalf you are complaining giving you authority to fully participate in all aspects of the complaint handling process, where applicable.			
Signature_____		Date_____	
Is there more than one additional passenger? <input type="checkbox"/> No <input type="checkbox"/> Yes			
If yes, be sure to add the name and contact information of additional passengers on an attached page.			



**Part 3 - COMPLAINT INFORMATION**

<b>Date of incident *</b>			<b>Location(s) where incident(s) occurred *</b>
<b>Year</b>	<b>Month</b>	<b>Day</b>	

Provide a description of the incident or nature of your concern and any additional information that may prove to be useful, such as the names of those involved, names of witnesses and details of correspondence with your carrier (date, file number, etc.). Please keep your response as concise as possible. \*

**List of all documents enclosed to support your complaint \***

To complete your application, as a minimum, legible copies of all correspondence exchanged with your air carrier, your electronic or paper ticket and, if applicable, any claim forms, including receipts of expenses for reimbursement, should be attached to this complaint form. You may also attach copies of any other pertinent information in support of your complaint at this time or wait until requested to do so. Do not send original documents.

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....



**Part 4 - SPECIFIC ISSUES \***

Check the appropriate box to indicate what your complaint concerns (at least one box must be checked).

- Baggage** (e.g. damaged, delayed, excess, liability, lost, size limits, theft)
- Cargo** (e.g. rates, animals, damaged, delayed, lost)
- Carrier-operated loyalty programs** (e.g. availability, missing points, points redemption, reservations)
- Charges** (amounts in addition to the fare or rate payable)
- Denied boarding** (inability to fly as a result of carrier overbooking)
- Flight disruptions** (e.g. cancellation, missed connection, revised)
- Delays** (e.g. mechanical, weather, delayed on tarmac)    **Duration** \_\_\_\_\_ **hours**
- Fares** (cost of transportation of a passenger and baggage, subject to charges and taxes)
- Refusal to transport** (inability to fly for any other situation other than overbooking)
- Reservations** (e.g. availability of seats, cancellation, non-delivery of confirmed seating)
- Ticket** (e.g. lost, refunds, restrictions, travel vouchers)

If none of the above, please provide additional details.

**Part 5 - FLIGHT DETAILS**

Please provide details concerning the flight itinerary. The information is available on your ticket.

Airline	Flight No.	From (City)	To (City)	Flight Date (yyyy-mm-dd)

**Part 6 - REMEDY SOUGHT \***

Please indicate the type of remedy you are seeking (more than one may be selected).

- Air carrier policy change
- Compensation
- Consideration for future travel (points/voucher)
- Explanation
- Refund
- Regulatory Change
- Other corrective measures

Please read carefully and signify your agreement to the attached Privacy Statement. Send the completed form, the signed Privacy Statement, legible copies of the documents supporting your complaint and any additional pages by mail or by fax (819-997-6727) to:

**Air Travel Complaints Directorate  
Canadian Transportation Agency  
Ottawa, Ontario  
K1A 0N9**



## PRIVACY STATEMENT - READ CAREFULLY

### Open Court Principle

As a quasi-judicial tribunal operating like a court, the Canadian Transportation Agency is bound by the constitutionally protected open-court principle. This principle guarantees the public's right to know how justice is administered and to have access to decisions rendered by administrative tribunals.

In accordance with the values of the open court principle and pursuant to the Canadian Transportation Agency General Rules, all information filed with the Agency becomes part of the public record and may be made available for public viewing. The names of parties and witnesses involved in a complaint are public.

### Agency Process

Information provided to the Agency will be used to investigate complaints and a copy of the complaint will be forwarded to the transportation service provider for comments.

In some instances, the Agency may process complaints together where similar issues have been raised. In such circumstances, information provided to the Agency on each of the complaints may be distributed to parties in the other complaints.

If a complaint is dealt with pursuant to the Agency's formal process, a decision will be issued that contains a summary of the complaint, a summary of other information provided during the pleadings and an analysis of the case, along with the Agency's determination and any corrective action deemed necessary by the Agency.

### Publication on Web site

The decision will be posted on the Agency's Web site and will include the names of the parties and witnesses. The decision will also be distributed to a number of organizations and individuals that have subscribed to receive Agency decisions. In its use of names and personal information in decisions and orders, the Agency has adopted the protocol approved by the Canadian Judicial Council in March 2005 for the use of personal information in judgements. This protocol sets out guidelines to assist administrative tribunals when dealing with requests for the non-publication of names.

In an effort to establish a fair balance between public access to its decisions and the individual's right to privacy, the Agency has taken measures to prevent Internet searching of full-text versions of decisions posted on our Web site. This is done by applying instructions using the "web robots exclusion protocol" which is recognized by Internet search engines (e.g., Google and Yahoo).

Therefore, the only decision-related information on the Agency's Web site that will be available to Internet search engines are decision summaries and comments contained in the Agency's annual reports and news releases. The full-text version of decisions is posted on our Web site, but will not be accessible by Internet search engines. As a result, an Internet search of a person's name mentioned in a decision will not provide any information from the full-text version of decisions posted on the Agency's Web site.

We cannot guarantee that the technological measures taken will always be respected or free of mistakes or malfunctions.



There may be exceptional cases to warrant the omission of certain identifying information from an Agency decision. Such omission may be considered where minor children or innocent third parties will be harmed, where the ends of justice will be undermined by disclosure or the information will be used for an improper purpose. In such situations, the Agency may consider requests, supported by proper evidence, to prevent the use of information which identifies the parties or witnesses involved. Any individual who has concerns with respect to the publication of his or her name may contact the Agency's Secretariat by e-mail at [NDN-NPN@otc-cta.gc.ca](mailto:NDN-NPN@otc-cta.gc.ca), or by calling 819-997-0099 or 1-888-222-2592 or TTY 1-800-669-5575, or by writing to the Canadian Transportation Agency, Ottawa, Ontario, K1A 0N9.

### Privacy of Records

In all cases, the Agency's records relating to complaints will be retained in the Personal Information Bank numbers CTA-PPU-033 for 10 years after the complaint has been resolved & in CTA-PPU-014 for 10 years once received. An individual has the right of access to their personal information as this information will be protected in accordance with the *Privacy Act*. Questions or comments regarding your privacy may be directed to the Privacy Co-ordinator by e-mail at [Patrice.Bellerose@otc-cta.gc.ca](mailto:Patrice.Bellerose@otc-cta.gc.ca), by calling 819-994-2564 or 1-888-222-2592 or TTY 1-800-669-5575, or by writing to the Canadian Transportation Agency, Ottawa, Ontario, K1A 0N9.

I, \_\_\_\_\_, have read and agree to the above Privacy Statement.  
(your name)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (yyyy-mm-dd)



## MAJOR AIR CARRIERS – CUSTOMER SERVICE DEPARTMENTS

1. Major Canadian Air Carriers		
Air Carrier	Address	Facsimile
Air Canada <a href="http://www.aircanada.com">www.aircanada.com</a>	Air Canada Customer Relations P.O. Box 64239 5512 4th Street, NW Calgary, Alberta T2K 6J0	1-866-584-0380 [403-569-5333]
	Air Canada Baggage Claims Zip YUL 1116 P.O. Box 8000, Airport Station Dorval, Québec H4Y 1C3	1-800-237-3563
Air Canada Jazz <a href="http://www.flyjazz.ca">www.flyjazz.ca</a>	Air Canada Jazz Customer Advocacy 310 Goudey Drive Enfield, Nova Scotia B2T 1E4	1-866-222-6686
Air Transat <a href="http://www.airtransat.ca">www.airtransat.ca</a>	Air Transat Customer Relation Department Place du Parc 300 Léo-Pariseau, Suite 500 Montréal, Québec H2X 4C2	1-866-828-6099 [514-987-6099]
	Air Transat Central Baggage Department 5959 Côte-Vertu Montréal, Québec H4S 2E6	514-906-5156
CanJet <a href="http://www.canjet.com">www.canjet.com</a>	CanJet Airlines Guest Relations P.O. Box 980 Enfield, Nova Scotia B2T 1R6	902- 873-6580
Skyservice <a href="http://www.skyserviceairlines.com">www.skyserviceairlines.com</a>	Skyservice Airlines Customer Service 31 Fasken Drive Etobicoke, Ontario M9W 1K6	416-679-1603
Sunwing <a href="http://www.flysunwing.com">www.flysunwing.com</a>	Sunwing Airlines Customer Service 27 Fasken Drive Etobicoke, Ontario M9W 1K6	416-620-4433
WestJet <a href="http://www.westjet.com">www.westjet.com</a>	WestJet Airlines Guest Relations 5055, 11th Street N.E. Calgary, Alberta T2E 8N4	1-866-227-3329



## 2. Major American Air Carriers Serving Canada

Air Carrier	Address	Facsimile
American Airlines <a href="http://www.aa.com">www.aa.com</a>	American Airlines Customer Relations P.O. Box 619612 MD 2400 DFW Airport, TX 75261-9612 USA	817-967-4162
Continental <a href="http://www.continental.com">www.continental.com</a>	Continental Airlines Customer Care 900 Grand Plaza Drive NHCCR Houston, TX 77067-4323 USA	832-235-1806
Delta <a href="http://www.delta.com">www.delta.com</a>	Delta Air Lines P.O. Box 20980 Atlanta, GA 30320-2980 USA	404-773-2182
Northwest <a href="http://www.nwa.com">www.nwa.com</a>	Northwest Airlines Customer Care P.O. Box 1908 Minot, ND 58702 USA	651-367-8459
United <a href="http://www.united.com">www.united.com</a>	United Airlines Customer Relations WHQPW P.O. Box 66100 Chicago, IL 60666 USA	1-877-406-1059
US Airways <a href="http://www.usairways.com">www.usairways.com</a>	US Airways Customer Relations 4000 E. Sky Harbor Blvd. Phoenix, AZ 85034 USA	480-693-2300



### 3. Major Foreign Air Carriers Serving Canada

Air Carrier	Address	Facsimile
Aeroflot <a href="http://www.aeroflotcanada.com">www.aeroflotcanada.com</a>	Aeroflot Canada 1 Queen Street East, Suite 1908 Toronto, Ontario M5C 2C5	416-642-1658
Air France <a href="http://www.airfrance.ca">www.airfrance.ca</a>	Air France Customer Relations P.O. Box 670, Station B Montréal, Québec H3B 3K3	514-847-9477
Alitalia <a href="http://www.alitalia.ca">www.alitalia.ca</a>	Alitalia Customer Relations 5915 Airport Road, Suite 202 Mississauga, Ontario L4V 1T1	905-673-6089
British Airways <a href="http://www.britishairways.com">www.britishairways.com</a>	British Airways Customer Relations PO Box 690098 East Elmhurst, NY 11369-0098 USA	1-877-767-7943 [347-418-4395]
Czech Airlines <a href="http://www.czechairlines.com">www.czechairlines.com</a>	Czech Airlines 401 Bay Street, Suite 1510 Toronto, Ontario M5H 2Y4	416-363-0239
Globespan <a href="http://www.flyglobespan.com">www.flyglobespan.com</a>	Flyglobespan Atlantic House 38 Gardners Crescent Edinburgh, Scotland EH3 8DQ	
KLM <a href="http://www.klm.com">www.klm.com</a>	KLM/Northwest Airlines Customer Care P.O. Box 1908 Minot, ND 58702 USA	651-367-8459
Lufthansa <a href="http://www.lufthansa.com">www.lufthansa.com</a>	Lufthansa German Airlines Customer Relations P.O. Box 939 31 Adelaide Street East Toronto, Ontario M5C 2K3	416-360-3605



## OTHER GOVERNMENT AUTHORITIES

1. Federal Government Authorities		
Authority	Address	Telephone / Facsimile / E-mail
Canadian Air Transport Security Authority <a href="http://www.catsa.gc.ca">www.catsa.gc.ca</a>	Canadian Air Transport Security Authority 99 Bank Street, 13th Floor Ottawa, Ontario K1P 6B9	Tel.: 1-888-294-2202 Fax: 613-990-1295
Competition Bureau <a href="http://www.competition.ic.gc.ca">www.competition.ic.gc.ca</a>	Competition Bureau 50 Victoria Street Gatineau, Québec K1A 0C9	Tel.: 1-800-348-5358 Fax: 819-997-0324 E-mail: <a href="mailto:compbureau@cb-bc.gc.ca">compbureau@cb-bc.gc.ca</a>
Office of the Commissioner of Official Languages <a href="http://www.ocol.gc.ca">www.ocol.gc.ca</a>	Office of the Commissioner of Official Languages 344 Slater Street, 3 <sup>rd</sup> Floor Ottawa, Ontario K1A 0T8	Tel.: 1-877-996-6368 Fax: 613-993-5082
Transport Canada <a href="http://www.tc.gc.ca">www.tc.gc.ca</a>  <b>Safety and Security Group – Civil Aviation Directorate</b> From home, scroll down: under 'Features' click on Civil Aviation  <b>Cabin Safety Standards Division</b> From Civil Aviation above, click on: Commercial & Business Aviation > Cabin Safety Standards  <b>List of Canadian Airport Authorities</b> Click on: Air Transportation > Airports > Canadian Airport Authorities	Transport Canada 330 Sparks Street Ottawa, Ontario K1A 0N5	Tel.: 613-990-2309 Fax: 613-954-4731 / 613-998-8620 E-mail: <a href="mailto:Questions@tc.gc.ca">Questions@tc.gc.ca</a>  <b>Civil Aviation:</b> Tel.: 1-800-305-2059 / 613-991-4071 Fax: 613-957-4208 E-mail: <a href="mailto:services@tc.gc.ca">services@tc.gc.ca</a>  <b>Cabin Safety Standards:</b> Tel.: 613-990-1048 Fax: 613-998-8237 Or fill out the Web form.



<b>2. Provincial and Territorial Government Authorities</b>		
<b>Authority</b>	<b>Address</b>	<b>Telephone / Facsimile / E-mail</b>
<b>Alberta</b>  Alberta Government Services  <a href="http://www.gov.ab.ca/gs">www.gov.ab.ca/gs</a>	Alberta Government Services 3rd Floor, 10155 - 102nd Street Edmonton, Alberta T5J 4L4	Tel.: 780-427-4088 / 1-877-427-4088 (toll-free in Alberta)  Fax: 780-422-9106  E-mail : <a href="mailto:government.services@gov.ab.ca">government.services@gov.ab.ca</a>
<b>British Columbia</b>  Business Practices and Consumer Protection Authority  <a href="http://www.bccpa.ca">www.bccpa.ca</a>	Business Practices and Consumer Protection Authority The Travel Assurance Fund PO Box 9244 Victoria, British Columbia V8W 9J2	Tel.: 1-888-564-9963  Fax: 250-920-7181  E-mail: <a href="mailto:info@bccpa.ca">info@bccpa.ca</a>
<b>Manitoba</b>  Consumer and Corporate Affairs – Consumers' Bureau  <a href="http://www.gov.mb.ca/finance/cca/consumb">www.gov.mb.ca/finance/cca/consumb</a>	Consumer and Corporate Affairs Consumers' Bureau 302 - 258 Portage Avenue Winnipeg, Manitoba R3C 0B6	Tel.: 204-945-3800 / 1-800-782-0067 (toll-free in Manitoba)  Fax: 204-945-0728  E-mail : <a href="mailto:consumersbureau@gov.mb.ca">consumersbureau@gov.mb.ca</a>
<b>New Brunswick</b>  Department of Justice - Consumer Affairs Branch Provincial Government 670 King Street Fredericton, New Brunswick E3B 5H1	Department of Justice - Consumer Affairs Branch Provincial Government 670 King Street Fredericton, New Brunswick E3B 5H1	Tel.: 506-453-2659  Fax: 506-444-4494  E-mail: <a href="mailto:al@gov.nb.ca">al@gov.nb.ca</a>
<b>Newfoundland and Labrador</b>  Department of Government Services and Lands  <a href="http://www.gov.nl.ca/gs">www.gov.nl.ca/gs</a>	Consumer Affairs Officer Department of Government Services and Lands P.O. Box 8700 2nd Floor, West Block St. John's, Newfoundland A1B 4J6	Tel.: 709-729-2600  Fax: 709-729-3205
<b>Northwest Territories</b>  Municipal and Community Affairs  <a href="http://www.maca.gov.nt.ca">www.maca.gov.nt.ca</a>  N.B.: The Office handles consumer complaints by attempting to mediate disputes between the consumer and business (regardless of the nature of the business).	Senior Policy Advisor Community Operations Municipal and Community Affairs #600 5201-50th Avenue Yellowknife, Northwest Territories X1A 3S9	Tel.: 867-873-7125  Fax: 867-873-0152  E-mail: <a href="mailto:michael_gagnon@gov.nt.ca">michael_gagnon@gov.nt.ca</a>
<b>Nova Scotia</b>  Service Nova Scotia & Municipal Relations	Service Nova Scotia & Municipal Relations Mail Room, 8 South, Maritime Centre 1505 Barrington Street Halifax, Nova Scotia B3J 3K5	Tel.: 902-424-5200  Fax: 902-424-0720



<b>2. Provincial and Territorial Government Authorities – continued</b>		
<b>Authority</b>	<b>Address</b>	<b>Telephone / Facsimile / E-mail</b>
<b>Nunavut</b> Department of Justice Territorial Government	Department of Justice Territorial Government Postal Bag 800 Iqaluit, Nunavut X0A 0H0	Tel.: 867-975-6200 Fax: 867-975-6215
<b>Ontario</b> The Travel Industry Council of Ontario (TICO) <a href="http://www.tico.on.ca">www.tico.on.ca</a>	The Travel Industry Council of Ontario 2700 Matheson Boulevard East Suite 402, West Tower Mississauga, Ontario L4W 4V9	Tel.: 1-888-451-TICO Fax: 905-624-8631
<b>Prince Edward Island</b> Department of Consumer and Corporate Services	Department of Consumer and Corporate Services P.O. Box 2000 95 Rochford Street 4th Floor, Shaw Building Charlottetown, Prince Edward Island C1A 7N8	Tel.: 902-368-5653 Fax: 902-368-5283
<b>Québec</b> Office de la protection du consommateur Gouvernement du Québec <a href="http://www.opc.gouv.qc.ca">www.opc.gouv.qc.ca</a>	Office de la protection du consommateur Gouvernement du Québec 400, boulevard Jean-Lesage, bureau 450 Québec, Québec G1K 8W4	Tel.: 1-888-672-2556
<b>Saskatchewan</b> Saskatchewan Justice – Consumer Protection Branch <a href="http://www.saskjustice.gov.sk.ca">www.saskjustice.gov.sk.ca</a>	Saskatchewan Justice Consumer Protection Branch 1919 Saskatchewan Drive, 5th floor Regina, Saskatchewan S4P 3V7	Tel.: 306-787-5550 / 1-888-374-4636 (toll-free in Saskatchewan) Fax: 306-787-9779 E-mail : <a href="mailto:consumerprotection@justice.gov.sk.ca">consumerprotection@justice.gov.sk.ca</a>
<b>Yukon</b> Department of Community Services – Consumer and Protective Services Yukon Government <a href="http://www.gov.yk.ca">www.gov.yk.ca</a>	Department of Community Services Consumer and Protective Services Yukon Government P.O. Box 2703 Whitehorse, Yukon Y1A 2C6	Tel.: 867-667-5111 Fax: 867-667-3609 E-mail: <a href="mailto:consumers@gov.yk.ca">consumers@gov.yk.ca</a>