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Canada's Office of Consumer Affairs (OCA)

Canadian Consumer Handbook 2007

Directory of Organizations - Consumer Affairs Offices

Below is contact information for consumer affairs offices across the country. Staff in these offices can help you with any consumer problem, but do check the list of other governmental contacts in this directory to see if there is another contact who can assist you.

Federal Government

Office of Consumer Affairs

Industry Canada
 235 Queen Street
 Ottawa ON K1A 0H5
 Fax: (613) 952-6927
 Email: consumer.information@ic.gc.ca
 Website: www.consumer.ic.gc.ca

Competition Bureau

50 Victoria Street
 Gatineau QC K1A 0C9
 Tel.: (819) 997-4282
 Toll Free: 1-800-348-5358
 TDD: 1-800-642-3844
 Fax: (819) 997-0324
 Email: compbureau@cb-bc.gc.ca
 Website: www.competitionbureau.gc.ca

Financial Consumer Agency of Canada (FCAC)

427 Laurier Avenue West, 6th floor
 Ottawa ON K1R 1B9
 Tel.: (613) 996-5454 or 1-866-461-FCAC (3222)
 Fax: (613) 941-1436 or 1-866-814-2224
 Website: www.fcac-acfc.gc.ca

Provincial and Territorial Governments

Alberta

Service Alberta
 Consumer Contact Centre
 17th Flr., TD Tower, 10888 - 102 Avenue
 Edmonton AB T5J 2Z1
 Tel.: (780) 427-4088 (Edmonton and area)
 Toll Free: 1-877-427-4088 (Alberta only)
 Email: governmentservices@gov.ab.ca
 Website: www.servicealberta.gov.ab.ca

British Columbia

Business Practices & Consumer Protection
 Authority (BPCPA)
 PO Box 9244
 Victoria BC V8W 9J2
 Tel.: 1-888-564-9963
 Fax: (250) 920-7181
 Email: info@bpcpa.ca
 Website: <http://www.bpcpa.ca>

Manitoba

Manitoba Finance

New Brunswick

Rentalsman and Consumer Affairs

<p>Consumer and Corporate Affairs Consumers' Bureau Suite 302, 258 Portage Avenue Winnipeg MB R3C 0B6 Tel.: (204) 945-3800 Toll Free: 1-800-782-0067 Fax: (204) 945-0728 Email: consumersbureau@gov.mb.ca Website: www.gov.mb.ca/finance/cca/consumb</p>	<p>Department of Justice Centennial Building P.O. Box 6000 Fredericton NB E3B 5H1 Tel.: (506) 453-2682 Fax: (506) 444-4494 Website: www.qnb.ca/justice</p>
<p>Newfoundland and Labrador Trade Practices Division Department of Government Services 5 Mews Place P.O. Box 8700 St. John's NL A1B 4J6 Tel.: (709) 729-2600 Fax: (709) 729-6998 Email: gslinfo@gov.nl.ca Website: www.gs.gov.nl.ca/cca/tpl/</p>	<p>Northwest Territories Consumer Affairs Municipal and Community Affairs Suite 600, 5201 - 50th Avenue Yellowknife NT X1A 3S9 Tel.: (867) 873-7125 Fax: (867) 873-0609 Email: michael-gagnon@gov.nt.ca Website: www.maca.gov.nt.ca</p>
<p>Nova Scotia Service Nova Scotia and Municipal Relations P.O. Box 1003 Halifax NS B3J 2X1 Tel.: (902) 424-5200 Toll Free: 1-800-670-4357 Fax: (902) 424-0720 Email: askus@gov.ns.ca Website: www.gov.ns.ca/snsmr</p>	<p>Nunavut Consumer Affairs Community and Government Services P.O. Box 440 Baker Lake NU X0C 0A0 Tel.: (867) 793-3303 Toll Free: 1-866-223-8139 Fax: (867) 793-3321 Website: www.gov.nu.ca/Nunavut/English/departments/CGT/</p>
<p>Ontario Ministry of Government Services Consumer Protection Branch 5775 Yonge Street, Suite 1500 Toronto ON M7A 2E5 Tel.: (416) 326-8800 Toll Free: 1-800-889-9768 Fax: (416) 326-8665 TTY: (416) 325-3408 TTY Toll free: 1-800-268-7095 Email: infomqs@mgs.gov.on.ca Website: www.ontario.ca/consumerprotection</p>	<p>Prince Edward Island Consumer, Corporate and Insurance Division Office of the Attorney General 4th Floor, 95 Rochford Street P.O. Box 2000 Charlottetown PEI C1A 7N8 Tel.: (902) 368-4550 Toll Free: 1-800-658-1799 Fax: (902) 368-5283 Website: www.gov.pe.ca/oag/ccaid-info/index.php3</p>
<p>Quebec Office de la protection du consommateur Suite 450, 400 Jean-Lesage Boulevard Quebec QC G1K 8W4 Toll free: 1-888-OPC-ALLO (1-888-672-2556) Fax: (418) 528-0976 Website: www.opc.gouv.qc.ca</p>	<p>Saskatchewan Consumer Protection Branch Saskatchewan Department of Justice Suite 500, 1919 Saskatchewan Drive Regina SK S4P 4H2 Tel.: (306) 787-5550 Toll Free: 1-888-374-4636 (Saskatchewan only) Fax: (306) 787-9779 Email: consumerprotection@justice.gov.sk.ca Website: www.saskjustice.gov.sk.ca</p>

Yukon

Department of Community Services
Consumer and Safety Services
P.O. Box 2703
Whitehorse YK Y1A 2C6
Tel.: (867) 667-5111

Fax: (867) 667-3609
Email: consumer@gov.yk.ca
Website: www.community.gov.yk.ca

The Andrew Philipson Law Centre
2130 - 2nd Avenue
Whitehorse YT Y1A 5H6
Tel.: (867) 667-5111

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