

Alberta's Consumer Investigations Unit

Alberta's Consumer Investigations Unit (CIU) is a team of investigators responsible for enforcing provincial consumer protection and tenancy laws. The CIU helps minimize losses for consumers and support a level playing field for businesses.

CIU up close

- *accepts consumer complaints*
- *investigates potential violations*
- *educates businesses about consumer protection laws*
- *educates consumers about their rights*

CIU investigators **are responsible** for:

- reviewing consumer complaints
- conducting investigations
- recommending problem resolution strategies
- recommending enforcement action

CIU investigators **are not responsible** for:

- recovering financial losses
- enforcing court orders
- mediating outside of the investigations process
- assisting with civil court processes

More information about Alberta's Consumer Investigations Unit is available at **ServiceAlberta.ca**.