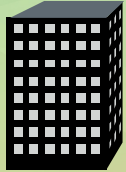


How to resolve your consumer problem



Go back to the business

Discuss the issue and give business an opportunity to address the problem.



Contact your local Better Business Bureau

If the business is non-responsive, BBB may be able to get action on your complaint.



Contact a professional or industry association

If a business is part of a regulated profession or trade, relevant industry organizations may have advice on how to resolve the problem.



File a complaint with Consumer Investigations Unit

If there's still no remedy, the CIU will review your complaint to determine an appropriate course of action to address the problem.



Pursue civil action

If you have a claim that's under \$50,000, you can file a civil action at provincial court.

Unsure if you've been treated unfairly?

Call the Consumer Protection Line:
1-877-427-4088 (toll-free in Alberta)