

Resources

Handout 9-14

Canadian Consumer Handbook

www.consumerhandbook.ca

Offers a wealth of information on consumer topics including consumer rights and complaint procedures.

Canada Office of Consumer Affairs

www.consumer.ic.gc.ca

Practical tools and information to help protect consumers.

Consumer Reports

www.consumerreports.org

Provides independent product reviews and information.

RCMP

www.rcmp-grc.gc.ca/scams-fraudes/index-eng.htm

Provides a list and description of common frauds and scams in Canada.

Canadian Anti-Fraud Centre

www.antifraudcentre-centreantifraude.ca

Little Black Book of Scams

www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03074.html

Book produced by the Government of Canada Competition Bureau listing ways to protect against fraud.

Compare Cellular

www.comparecellular.com

A Canadian site that helps consumers compare current cell phones, plans and services. Has provincial information.

Consumer protection authorities across Canada

British Columbia Consumer Protection BC - www.consumerprotectionbc.ca

Alberta Service Alberta - www.servicealberta.gov.ab.ca

Saskatchewan Consumer Protection Branch - www.justice.gov.sk.ca/cpb

Manitoba Consumer's Bureau - www.gov.mb.ca/finance/cca/consumb

Ontario Ministry of Consumer Services - www.sse.gov.on.ca/mcs/en/Pages/default.aspx

Quebec Office de la protection du consommateur - www.opc.gouv.qc.ca

New Brunswick Consumer Affairs - www.gnb.ca/0062/rentalsman/index-e.asp

Nova Scotia Service Nova Scotia and Municipal Relations - www.gov.ns.ca/snsmr

Prince Edward Island Consumer Services - www.gov.pe.ca/jps/index.php3?number=1002799&lang=E

Newfoundland and Labrador Trade Practices Division - www.gs.gov.nl.ca/cca/tp

NWT Consumer Affairs - www.maca.gov.nt.ca/operations/consumer_affairs/iindex.html

Yukon Consumer Services - www.community.gov.yk.ca/consumer

Nunavut Consumer Affairs Toll Free: 1-866-223-8139

Consumer advocates

Consumer's Association of Canada - www.consumer.ca

Consumer Council of Canada - www.consumercouncil.com

Public Interest Advocacy Centre - www.piac.ca

Canadian Consumer Agencies, Organizations, Resources - www.ic.gc.ca/eic/site/Oca-bc.nsf/eng/ca02785.html