

Tips to protect yourself

Get confirmation for all purchases in writing

Always get receipts that show how you paid for a product or service.

Refunds and exchanges

Before making a purchase, find out if the store has a return or exchange policy.

Know about the cooling-off period

In certain situations, Ontario's consumer laws give you time to change your mind for any reason and cancel contracts without charge. This is called a cooling-off period.

Examples of when you are given a 10-day cooling-off period are when you sign a contract in your home, like contracts for home renovations, and contracts for certain products, like timeshares. For payday loans, you can cancel a contract within two days.



Contact us



1-800-889-9768
TTY: 1-877-666-6545



Ontario.ca/ConsumerProtection
Ontario.ca/ConsumerBeware

Disponible en français



Consumer Protection Ontario

We're here to help protect your consumer rights.

Ontario 

What we do

The Ministry of Public and Business Service Delivery and Procurement enforces a number of consumer protection and public safety laws, including the Consumer Protection Act. We examine complaints on a case by case basis to determine if a business has not complied with the law. Where a breach may have occurred, the ministry will decide what action is appropriate to take. This may include:

- Referral to another organization if your complaint is not covered by the consumer protection laws that we enforce
- Educating businesses and consumers about their rights and responsibilities
- Mediation services to assist consumers and businesses resolve their disputes
- Adding a business to the Consumer Beware List, a searchable list available on our website of businesses that have either:
 - o Not answered us after they were sent two notifications about a consumer complaint
 - o Been charged or convicted in relation to the Consumer

Protection Act or other acts of the ministry

- Suspending or revoking a licence or registration where a business is licensed or registered by the ministry
- Issuing a compliance order
- Investigation or prosecution

How we can help

If you think a business has treated you unfairly, you can file a complaint with us. Types of complaints that our laws cover include:

- Auto repairs and towing
- Collection and consumer reporting agencies
- Home renovation and maintenance
- Large appliances, including heating and air conditioning equipment
- Payday loans



How to file a complaint

Step 1: Inform the business of your complaint

Advise the business of your complaint by email, letter or by phone before filing a complaint with us. If you advise them by phone, note the date and details of the conversation.

If the business does not resolve your complaint, you can then file a complaint with us.

Step 2: Submit a complaint to us

Visit our website to file a complaint at Ontario.ca/ConsumerProtection.

Step 3: After you submit a complaint to us

We will contact you by email, letter, or phone within 15 business days.



Please note that not all breaches of consumer protection laws are appropriate for action by the ministry. The information you provide us is important. We use it to monitor the conduct of businesses in the marketplace.