

LEGAL CLINIC OF GUELPH AND WELLINGTON COUNTY
CONSUMER PROTECTION REFERRALS

This has been provided to you as a courtesy by the Legal Clinic of Guelph and Wellington County. None of the referral information or internet links provided below should be construed as legal advice. They are provided as a resource to help.

- Consumer Protection Branch, Government of Ontario

Telephone: 1-800-889-9768

The Consumer Protection Branch answers questions and mediate complaints between consumers and businesses (apart from against utility companies, such as cable, gas, hydro or phone).

- Canadian Radio-Television and Telecommunications Commission (CRTC)

Telephone: 1-877-249-2782

Provide information to and receive complaints from consumers about cable or telephone bills.

- Ontario Energy Board (OEB)

Telephone: 1-877-632-2727

Provide information to and receive from complaints from consumers about gas or hydro bills.

- Ontario Motor Vehicle Industry Council (OMVIC)

Telephone: 1-800-943-6002

Provide information to and receive complaints from consumers about new/used vehicle dealerships or to report a curbsider (illegal car sales).

- Travel Industry Council of Ontario (TICO)

Telephone: 1-888-451-8426

Call TICO about complaints about travel agents and/or travel wholesalers.

- Free Legal Aid Clinic

Hosted by Fresh Start Housing at 40 Baker Street, Guelph.

Every Wednesday evening from 6:00-9:00pm on a walk-in basis. You must be in receipt of OW, ODSP or have limited income to qualify for this service. It is suggested that you take proof of your income with you. You will have the opportunity to speak privately with a lawyer.

- Lawyer Referral Service

Telephone: 1-800-268-8326 or 416-947-3330 (GTA Area)

The service is available from 9 am to 5 pm Monday to Friday. The Lawyer Referral Service will refer you to a lawyer in your area with whom you will receive a free ½ hour legal consultation.

- National Do Not Call List

Telephone: 1-866-580-3625

The National Do Not Call List has been set up to prevent unwanted telephone calls. To register your number, call the number above or register online at the website (below). In

order to register by telephone, you must call from the telephone number that you wish to register.

USEFUL CONSUMER PROTECTION INTERNET RESOURCES

There is free access to the internet for 45 minutes per day at any Guelph Public Library branch if you are a Library member (it is free to become a member). There are 5 Public Libraries in Guelph:

- Main Branch: 100 Norfolk Street
- Bullfrog Mall Branch: 380 Eramosa Road
- Scottsdale Centre Branch: 650 Scottsdale Drive
- West End Branch: 21 Imperial Road South
- Westminster Square Branch: 31-100 Farley Drive

- Cleonet – Community Legal Education Ontario’s online resources
http://www.cleonet.ca/categories/Consumer_Law

This website includes numerous resources and information on consumer protection, collection agencies and motor vehicles.

- Consumer Protection Branch, Government of Ontario
<http://www.gov.on.ca/MGS/en/ConsProt/050451.html>

This website includes many resources for consumers who feel they have been treated unfairly. There is a separate section on the website for those with complaints about Collection Agencies:

http://www.gov.on.ca/MGS/en/ConsProt/STEL02_045978.html

- Canadian Radio-Television and Telecommunications Commission (CRTC)
<http://www.crtc.on.ca>
- Ontario Energy Board (OEB)
<http://www.oeb.gov.on.ca>
- Ontario Motor Vehicle Industry Council (OMVIC)
<http://www.omvic.on.ca>
- Travel Industry Council of Ontario (TICO)
<http://www.tico.on.ca>
- National Do Not Call List
<http://www.crtc.gc.ca/ENG/dncl.htm>
- Small Claims Court Actions, Ministry of the Attorney General
<http://www.attorneygeneral.jus.gov.on.ca/english/courts/scc/default.asp>

Provides advice on what to do before you make a claim in Small Claims Court, advice on Small Claims Court procedures and a Small Claims Court Guide and Forms available to download.