Complaint Tips and Checklist



The CCTS may be able to help.

The Commission for Complaints for Telecom-television services (CCTS) is Canada's independent, not-for-profit organization that helps customers and service providers try to resolve complaints about phone, internet and TV services. Here's what to do if you have a problem with your provider.

Contact your service provider

Before the CCTS can accept your complaint, you must give your provider a chance to fix the issue.

When to contact your provider:

- ☑ Explain the problem clearly.
- ☑ Work with your provider on reasonable next steps.
- ☑ Keep notes and copies of your messages.
- ☑ Record dates and names of employees you spoke with.

If you are unable to resolve the problem with your provider, you can submit a complaint to us.

Gather the information you need to submit a complaint

Have these details ready to help you fill out the complaint form:

- ☑ **Your account details:** full name, service address, phone number, and, if possible, the account number assigned by your provider.
- ☑ **Your provider's name and type of service:** the company providing the service and the type of service: mobile, internet, landline and/or TV.
- ☑ **Details about your complaint:** what happened, when, how it affected you and what your service provider did when you tried to resolve the problem.
- ☑ **How you'd like the problem to be resolved:** for example, an explanation, an apology, a refund or credit.
- ☑ **Supporting information (optional but encouraged):** for example, copies of bills, emails, chats, screenshots, contracts. These help us understand your situation.

Submit your complaint

When you're ready, submit your complaint in the way that works best for you. The online form is the fastest way to submit a complaint.

Ways to file a complaint:

Online: Fill out the complaint form at ccts-cprst.ca/complaints

Mail: P.O. Box 56067 – Minto Place RO
Ottawa, ON K1R 7Z1

Call toll-free: 1-888-221-1687

Fax: 1-877-782-2924

Teletypewriter (TTY): Text phone for Deaf and hard of hearing users. 1-844-713-3010

Video Relay Service (VRS): Sign language interpretation — connect through your VRS provider

Need help?

You can ask someone you trust to submit a complaint for you.

CCTS

Visit **www.ccts-cprst.ca/newcomers** for more details.