

Direct Sales - Prepaid Contracting
Complaint Assessment Form

Consumer Name: _____

Current Contact Information: _____
 (Address, City, Postal Code)

 (Home Phone, Cell Phone, Work Phone, Email)

Business Name (Complained Against): _____

Name of Representative: _____ Title of Position: _____

Address: _____

Phone: _____ Email: _____

Other Relevant Individuals: _____

Address: _____

Phone: _____ Email: _____

Address of Work Site in Question: _____

Nature of Contract: _____
 (Example: house renovation, basement development, garage foundation, sunroom, etc.)

DETAILS OF THE CONTRACT

Noted below are questions required to assess your allegations. Where applicable, answer all fields below.

1. Solicited – How and when did you originally come to be in contact with the business?
 (Did you originally contact the business directly? Did they come to your door? Did the business call you?)

2. Negotiated - Limit this response to negotiations conducted only at the time of or prior to agreement. (Discussions conducted after the acceptance of the contract are not required at this time.)
 - Prior to signing the contract, who did you meet to discuss the contract or services to be supplied? Please indicate to the best of your ability the dates of each meeting, where you met (on each occasion) and with whom you met.
 - If you met at any place other than what may be considered the business’ normal place of operation, be specific with the location you met.
 - If at any time you met at a residential address, was the location you met at your personal residence?
 - Prior to signing the contract, explain in detail what was discussed during each meeting and where each meeting took place.
 - What representations were made to you by the business? (Example: delivery dates, quality of materials, completion dates, quality of labour, qualifications, etc.)

- If you are alleging verbal representations were made, provide detail on what specific information was provided, including the exact words used. Indicate where you remember exactly what was said; where you are only summarizing what was said, and; where you do not have any specific recollection of what was said.

3. Acceptance of Contract:

- Where did you finalize the contract and give permission for the project to start?
- By what method did you agree to the contract i.e. email, in-person, telephone, text message etc.
- Specify where the contract was signed, who was present, and when the final document(s) were signed. If an estimate or contract was provided, include a complete copy both the front and back of the estimate or contract.
- What specific good(s) and or service(s) were contracted for?
- Term of Contract (specify the start date and completion date)
- What was the total amount of contract?
- Did you pay any money (including deposit or progress payments) to the business prior to the completion of work? If so, how much?
- If paid, when did you pay, who did you pay and by what method of payment? (i.e. email, in-person, telephone, text message etc.)
- Submit a copy of any payments made. This may include copies of any email money transfers; bank transfers; cheques; money orders; drafts or any other form of payment not listed. Also requested is a copy of your bank statement showing the withdrawal of funds from your account.

4. Area of Concern

- Identify areas of concern you had with the project prior to commencement, during, or following completion.
- Was the contract or service provided? If not, or was partially provided, please explain what was completed and what remains.
- Did you discuss these concerns with the company?
- Did the company rectify any of your concerns?
- At what stage does the project remain? Has it been completed?

5. Contract Cancellation:

- Did you cancel the contract? If cancelled, provide the date of cancellation and indicate if the contract was cancelled verbally or in writing. If cancellation was in writing provide a copy.
- Did the company return any of your money? If so, when?

6. Please provide any other comments that you consider relevant.

DOCUMENTATION

Please check the boxes that correspond to the documents you are providing.

- | | |
|---|---|
| <input type="checkbox"/> Contract Agreement (all pages, front & back) | <input type="checkbox"/> Letter of Cancellation Notice |
| <input type="checkbox"/> Quotes/Estimate/Invoices | <input type="checkbox"/> <u>All</u> Documentation to/from the company |
| <input type="checkbox"/> Payment Receipts/Cheques or Statements | |

ACKNOWLEDGEMENT AND DECLARATION

The review of information by this department will be with the understanding that the role of the CIU is limited to determining if an offence under our authority has been committed and not to negotiate on your behalf. Please note that not all complaints result in the opening of an investigation. Further information may be requested to assist in providing the most appropriate referral (if applicable). A final determination will be made after a complete review.

Personal information is collected for the purpose of assessing consumer complaints. Information collected will be used for investigative and non-investigative purposes. Collection is authorized under section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and is managed and protected in accordance with the Act. Questions about the collection and use of information can be directed to the Alberta Government, Director of Consumer Investigations Unit at 1-877-427-4088.

The submission of this complaint confirms your review and acceptance of this acknowledgement and declaration.

Signature: _____ Date: _____