

Consumer Investigations Unit - Service Alberta

Calgary: 301; 7015 Macleod Trail South Calgary AB T2H 2K6 Canada **Edmonton** 3rd Floor, Commerce Place 10155 102 Street, Edmonton, AB T5J 4L4

For telephone inquiries, please phone: 1-877-427-4088

General Complaint Assessment Form

Consumer Name: __

Current Contact Information:	
	(Address, City, Postal Code)
(F	Home Phone, Cell Phone, Work Phone, Email)
Business Name (Complained Against):	
Name of Representative:	Title of Position:
Address:	
	Email:
Other Relevant Individuals:	
Address:	
	Email:
Website of Business (if applicable):	
Nature of Contract:	use renovation, basement development, garage foundation, sunroom, etc.)
(Example: hou	se renovation, basement development, garage foundation, sunroom, etc.)
	DETAILS OF THE AGREEMENT
	ibing your concerns. Noted below are questions required to assess your ver all fields below. You are <u>not</u> limited to the questions below. Provide a etails at the bottom if needed.
that determination? If an agreement wa message, etc.) Specify where or how the complete copy of both the front and bar	iness? What specific good or service was to be provided and how did you come to as accepted, by what method did you agree? (i.e. email, in-person, telephone, text he agreement was accepted. If an estimate or contract was provided, include a ck of the contract. Also include a complete copy of any terms and conditions are ensure that the documentation is legible.

If you are alleging that the business you contracted with has failed to provide or honor a specific obligation or remedy, then you need to prove those representations exist. Provide evidence that you have followed all the steps required (as contained within the terms and conditions) and provide supportive evidence the business has not met their stated obligations.		
Verbal Representations: If you are alleging verbal representations were made, provide detail on what <u>specific</u> information was provided, including the <u>exact words used</u> . 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.		
Payment: Provide proof of payment for the goods or service. 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.		

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 and how much?		
Please provide any other comments that you consider relevant.		
The area provided any care. Commente and you conclude holorand		
_		
<u>DOCUMENT</u>	<u>ration</u>	
Please check the boxes that correspond to the documents	you are providing.	
☐ Contract Agreement (all pages, front & back)	Letter of Cancellation Notice	
Quotes/Estimate/Invoices	☐ <u>All</u> Documentation to/from the company	
☐ Payment Receipts/Cheques or Statements		
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ACKNOWLEDGEMENT A		
The review of information by this department will be with the undetermining if an offence under our authority has been committee not all complaints result in the opening of an investigation. Furthmost appropriate referral (if applicable). A final determination with the common of th	ed and not to negotiate on your behalf. Please note that ner information may be requested to assist in providing the	
Personal information is collected for the purpose of assessing convestigative and non-investigative purposes. Collection is authorated and Protection of Privacy (FOIP) Act and is managed and protecollection and use of information can be directed to the Alberta 1-877-427-4088.	orized under section 33(c) of the Freedom of Information cted in accordance with the Act. Questions about the	
The submission of this complaint confirms your review and acce	eptance of this acknowledgement and declaration.	
Signature:	Date:	