



A fair marketplace for BC consumers and businesses

Business Practices & Consumer Protection Authority

General Complaint Form

Please be aware that filling out a complaint form does not indicate that the Business Practices & Consumer Protection Authority (BPCPA) will undertake an investigation of the matter on your behalf. Your complaint will be reviewed and we will determine what action can be taken. This may include sharing information with you about consumer rights under the law and providing referrals or assistance to help you resolve the matter. BC consumer protection laws may not apply and your complaint may be referred to another agency for review.

Before you file this form with our office:

1. Ensure that you have attempted to resolve your complaint with the business and provide any documentation to support your attempt
2. Ensure that you have printed clearly, using blue or black ink
3. Provide as much information as possible
4. Attach copies of relevant documents to support your complaint (contracts, receipts, letters, phone logs, statements from witnesses, etc)
5. Read both pages of the form, then sign and return the form to the address on the reverse.

Consumer Name

Home Phone

Street Address

Work Phone (optional)

City, Province

Fax

Postal Code

Email address

Business Name

Name of employee involved

Street Address

Phone

City, Province

Fax

Postal Code

Email address

Website

NOTE: We may share a copy of your complaint or the information in this form with the business involved to facilitate resolution of your complaint. By signing and forwarding this form to the BPCPA you are authorizing the release of this information for statistical purposes and the attempt to resolve your complaint. By signing you are also acknowledging that the information contained on this form is true and accurate to the best of your knowledge. Please be aware that the BPCPA is not acting as your attorney nor providing legal advice.

