



CONSUMER COMPLAINT FORM

General Instructions

1. Fill in all information requested on this form ensuring names and phone numbers are provided.
2. After completing the form, check for the office nearest you, and send or drop off the form to that location.
3. Please print clearly. If space insufficient, please attach separate sheet with information title (ie. Description of the Goods or Services, etc).

Part 1: Consumer Information	
Full Name:	
Address:	Postal Code:
Phone Number: Home:	
	Office:
E Mail Address (optional)	
Part 2: Complaint Being Filed Against	
Business Name:	
Address:	Postal Code:
Phone Number:	
Contact Person:	
Part 3: Complaint Information	
Description of the Goods or Services	

Value of goods or service:
Date of receipt of goods or service:
What was the payment method?
How was the purchase made (ie. Online, door-to-door, telephone, in-store etc)?
<p>Please describe what you have done to resolve your complaint. (Important Note: Complaint form will not be acted upon unless you have taken reasonable steps to resolve this issue yourself)</p>
<p>What do you want the business to do to resolve your complaint? (Important Note: This section MUST be completed)</p>
<p>Permission to Share Information. By signing below, you declare the information you have provided is true and correct. You are also consenting to the sharing of the information included on this form with the business in question, any government department or law enforcement agency, and any self-regulatory body or association. Any personal information you provide will only be used for the purpose of complaint mediation or investigation.</p> <p>Signature: _____ Date: _____</p>

You will be contacted by telephone within 10 days of submitting this form.

If you are not sure whether we can help with your complaint, call 424-5200 or toll-free (in Nova Scotia only) 1-800-670-4357.

Locations & Mailing Addresses of Offices handling Consumer Complaints

Amherst Access Nova Scotia Centre

Reference: Consumer Complaints
Superstore Mall
126 West Albion Street
Amherst, NS B4H 2X1
Mailing address same as above

Antigonish Access Nova Scotia Centre

Reference: Consumer Complaints
20 St. Andrew's Street
Antigonish, NS B2G 2H1
Tel: 1-800-670-4357
Mailing address same as above

Bridgewater Access Nova Scotia Centre

Reference: Consumer Complaints
80 Logan Road
Bridgewater, NS B4V 3J8
Tel: 1-800-670-4357
Mailing address same as above

Dartmouth Access Nova Scotia Centre

Reference: Consumer Complaints
Super Store Mall
650 Portland Street
Dartmouth, NS B2W 6A3
Mailing Address:
P.O. Box 1652
Halifax, NS B3J 2Z3
Tel: 1-800-670-4357

Halifax Access Nova Scotia Centre

Reference: Consumer Complaints
West End Mall
6960 Mumford Road
Halifax, NS B3L 4P1
Mailing Address:
P.O. Box 1652
Halifax, NS B3J 2Z3
Tel: 1-800-670-4357

Kentville Access Nova Scotia Centre

Reference: Consumer Complaints
28 Aberdeen Street
Kentville, NS B4N 2N1
Tel: 1-800-670-4357
Mailing address same as above

New Glasgow Nova Scotia Centre

Reference: Consumer Complaints
608 MacLellans Brook Road
P.O. Box 236
New Glasgow, NS B3H 5C5
Tel: 1-800-670-4357
Mailing address same as above

Port Hawkesbury Access Nova Scotia Centre

Reference: Consumer Complaints
218 MacSween Street
Suite 22
Provincial Building
Port Hawkesbury, NS B9A 2J9
Mailing address same as above

Sydney Access Nova Scotia Centre

Reference: Consumer Complaints
Moxam Centre
380 King's Road
Sydney, NS B1S 1A8
Tel: 1-800-670-4357
Mailing address same as above

Truro Access Nova Scotia Centre

Reference: Consumer Complaints
80 Walker Street
Suite 3
Truro, NS B2N 4A7
Tel: 1-800-670-4357
Mailing address same as above

Yarmouth Access Nova Scotia Centre

Reference: Consumer Complaints
Provincial Building
10 Starrs Road, Suite 127
Yarmouth, NS B5A 2T1
Tel: 1-800-670-4357
Mailing address same as above