



**CONSUMER
PROTECTION BC**

INFORMATION BULLETIN

For immediate release

CONSUMER PROTECTION BC INTRODUCES COMPLIANCE ASSISTANCE PROGRAM

{November 1, 2009} - VICTORIA, BC – Consumer Protection BC today introduced a new Compliance Assistance Information Form which will help licensed businesses and other stakeholders bring potential compliance issues to Consumer Protection BC’s attention.

“This form complements the existing consumer complaint form and will enhance and direct the flow of compliance concerns which are routinely raised with our office,” said Melanie Flint, Consumer Protection BC Director of Compliance and Enforcement.

Tips and advice from concerned industry stakeholders and other sources form a cornerstone of the information utilized by Consumer Protection BC to detect and respond to possible violations of consumer protection law. This new document and the associated response mechanism will ensure that Consumer Protection BC receives the right information and can channel it to the right people for action.

“We’re hoping that this new tool will encourage licensed and regulated businesses and individuals to come forward with their concerns so we can better understand and respond to the issues which may exist in the marketplace,” said Flint.

The information in the form will also make it clear that while Consumer Protection BC welcomes these tips and alerts, there are restrictions on how much information Consumer Protection BC can share with tipsters assuming an investigation results from the information. Anonymous alerts and tips are also welcomed.

The new form will be available at www.consumerprotectionbc.ca starting in December, 2009. The form will also be distributed to licensed business as part of the annual renewal process and through routine inspections.

General Inquiries:

Toll Free: 1-888-564-9963

Email: info@consumerprotectionbc.ca