

Who Should You Call?

The information that follows addresses the Government Affairs Committee's request for further information to determine who must pay municipal licensing fees and how licenses are monitored.

1. "Hawkers and Peddlers" (from a location *or* door to door)

Any business that resides outside the municipal limits is required to pay the Hawkers and Peddlers licensing fee (there are some exceptions based on the type of business).

Municipalities rely primarily on complaints from: other businesses, citizens, police, and city staff such as by-law enforcement officers to inform them if there is a violation of the license requirement.

2. Going out of business sales

3. Liquidation sales

The government body that is responsible for complaints regarding "Going out of Business Sales" that never close, and "Liquidation Sales" that never end is the Competition Bureau.

Complaints may be filed on line at:

www.competitionbureau.gc.ca

Competition Bureau
50 Victoria Street
Gatineau QC K1A 0C9
E-Mail: compbureau@cb-bc.gc.ca
Toll free: 1-800-348-5358
Phone: (819) 997-4282

4. Temporary/Seasonal Businesses

Businesses that setup up just before Christmas and sell knock off items at a greatly discounted price or the contractor who comes into town and scoops up as many jobs as possible then leaves town, is much more difficult to address.

Unless the business violates a law such as not having the proper license or conducts advertising that contravenes the Competition Act, they have a right to setup business.

Both the Better Business Bureau and The Ministry of Consumer and Business Services will investigate complaints on behalf of a consumer if a business address is provided. The Ministry of Consumer and Business Services can investigate complaints without a business address being provided however they have very limited resources. The only other resource found available to a business with a complaint of this nature is to report it to the police.

The Ministry of Consumer and Business Services 1-800-889-9768

http://www.cbs.gov.on.ca/mcbs/english/consumer_info.htm

The Better Business Bureau
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Box 2153
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1-877-283-9222 (in 519 area)