

December 3, 2020

## Consumer Investigations Unit Information

*Peace Officers and Investigators within Service Alberta provide consumer protection*

The Consumer Investigations Unit (CIU) is a department within Service Alberta that provides consumer protections to Albertans.

The CIU can investigate complaints and transactions related to:

- ◆ Auctions
- ◆ Cemeteries
- ◆ Charitable fundraising
- ◆ Collection agencies
- ◆ Condominium developments
- ◆ Credit reports
- ◆ Door-to-door sales
- ◆ Employment agencies
- ◆ Energy marketing
- ◆ Gift cards
- ◆ Home inspections
- ◆ Landlords and tenants (mobile home sites and residential tenancies)
- ◆ Payday loans
- ◆ Prepaid contracting
- ◆ Time shares & travel clubs
- ◆ Unfair trade practices

Additionally, CIU officers are appointed under the *Criminal Code of Canada* for sections such as fraud, theft, and forgery in related to the above listed legislation.

The bulk of CIU work centers around the [Consumer Protection Act of Alberta](#) and the [Residential Tenancies Act of Alberta](#).

CIU has developed several quick reference guides:

- ◆ [Home Improvements](#)
- ◆ [Protection from unfair practices](#)
- ◆ [Information for landlords](#)
- ◆ [Information for tenants](#)

## Consumer Contact Centre

**Hours:** 8:15 am to 4:30 pm (open Monday to Friday, closed statutory holidays)

**Toll free:** 1-877-427-4088

**Website:** <https://www.alberta.ca/consumer-protection-complaints.aspx>

### Northern Alberta (north of Ponoka)

**Email (north of Ponoka):** [ciu.north@gov.ab.ca](mailto:ciu.north@gov.ab.ca)

**Fax:** 780-422-9106

Service Alberta  
Consumer Investigations Unit  
3rd Floor, Commerce Place, 10155 102 Street  
Edmonton, Alberta T5J 4L4

### Southern Alberta (south of Ponoka)

**Email (Ponoka and south):** [ciu.south@gov.ab.ca](mailto:ciu.south@gov.ab.ca)

**Fax:** 403-297-4270

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