

# Consumer Services Act

CHAPTER 94 OF THE REVISED STATUTES, 1989

*as amended by*

2012, c. 11, s. 93; 2014, c. 39, s. 6



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CHAPTER 94 OF THE REVISED STATUTES, 1989  
amended 2012, c. 11, s. 93; 2014, c. 39, s. 6

**An Act to Establish a  
Consumer Services Bureau**

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(The table of contents is not part of the statute)

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**Short title**

**1** This Act may be cited as the *Consumer Services Act*. R.S., c. 94, s. 1.

**Interpretation**

**2** In this Act,

(a) “Bureau” means the Consumer Services Bureau established by this Act;

(b) “Director” means the Director of Consumer Services appointed under this Act;

(c) “Minister” means the Minister of Consumer Affairs. R.S., c. 94, s. 2.

**Consumer Services Bureau**

**3 (1)** There is hereby established a Consumer Services Bureau.

**(2)** The Governor in Council shall appoint a person in the public service to be Director of Consumer Services.

**(3)** The Director shall be the chief officer of the Bureau and, subject to the directions of the Minister, shall supervise the work of the Bureau.

**(4)** The members of the staff of the Bureau shall be appointed under and be subject to the *Civil Service Act*. R.S., c. 94, s. 3.

**Functions of Bureau**

**4** It is the function of the Bureau and it has power to

(a) initiate, recommend or undertake programs designed to promote the interests of consumers in the Province;

- (b) co-ordinate programs of the Government that are designed to promote the interests of consumers;
- (c) promote and encourage the institution of practices and conduct tending to the better protection of consumers and co-operate with other governments or agencies of governments or any bodies, organizations or persons in programs having similar objects;
- (d) undertake, recommend or assist in programs to assist consumers to be more fully informed about goods and services offered to them;
- (e) undertake research into matters that are within the scope of the functions of the Bureau and co-operate with other governments or agencies of government and other bodies, organizations or persons in carrying out such research;
- (f) investigate, receive and act upon complaints of alleged contraventions of Acts designed to protect consumers, including the *Direct Sellers' Licensing and Regulation Act* and the *Unconscionable Transactions Relief Act*, or respecting practices that are alleged to be contrary to the interests of consumers and endeavour to obtain compliance with any of the Acts and desirable changes in practices to the benefit of consumers;
- (g) counsel persons and groups on their rights and duties under Acts referred to in clause (f);
- (h) establish programs for the education of consumers with respect to credit practices and problems;
- (i) foster and encourage the establishment and operation of non-profit consumer credit counselling agencies; and
- (j) perform such other functions and duties relating to the protection or benefit of consumers as are from time to time assigned to the Bureau by the Governor in Council or the Minister. R.S., c. 94, s. 4.

5 *repealed 2014, c. 39, s. 6.*

#### **Establishment of boards and committees**

6 (1) The Governor in Council may establish boards, committees or councils representative of consumers to keep the Minister and the Bureau advised as to

- (a) business practices that appear to be unjustified and adverse to the interest of consumers;
- (b) charges to consumers that appear to be unjustified;
- (c) advertising of consumer goods that appears to be misleading;
- (d) alleged contraventions of any Acts administered by the Bureau;
- (e) any other matter of interest to consumers.

(2) The Governor in Council may, with respect to any board, committee or council established under this Section,

- (a) appoint or provide for the manner of appointment of its members;
- (b) prescribe the term of office of a member and provide for the payment of remuneration and expenses to its members. R.S., c. 94, s. 6.

**Regulations**

7 The Governor in Council may make regulations relating to the functions, duties and powers of the Bureau, the Director and members of the staff of the Bureau and prescribing procedures and practices to be observed and followed by them in the performance of their functions and duties and the exercise of their powers under this Act or any Act administered by the Bureau or the Director. R.S., c. 94, s. 7.

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