

# Filing a complaint with the CRTC

The Canadian Hard of Hearing Association

Broadcasting Accessibility Quick Tips

## **There are three different ways to file a complaint to the CRTC:**



File a complaint online at:  
<http://crtc.gc.ca/eng/contact/#complaint>

File a complaint by mail to:

Canadian Radio-television and Telecommunications Commission  
Ottawa, Ontario  
Canada, K1A 0N2

File a complaint by fax:  
819-994-0218

## *If the service provider is unable to help*

If your service provider is unable to provide a satisfactory solution to your accessibility problem, a complaint can be filed directly with the Canadian Radio-television and Telecommunications Commission (CRTC).

The CRTC requires all complaints to be made in writing, (with your full name included as the CRTC does not follow up on anonymous complaints). within four weeks of noticing the accessibility issue.

Broadcasters are required to keep recordings of their broadcasts for only a limited period, and may not have access to them after this period.

When writing a complaint, include the following information:

- Your name and an email or postal address
- A description of the problem and/or the concern
- The radio or TV station's name or call sign and location
- The date, time and name of the program or advertisement
- The name and location of your service provider (i.e. cable company, satellite provider, or wireless distribution service), where applicable.



**Canadian Hard of Hearing Association**  
**Association des malentendants canadiens**

# Filing a complaint with the CRTC

The Canadian Hard of Hearing Association

Broadcasting Accessibility Quick Tips

## *What to expect from the service provider*

You can file a complaint with the CRTC without fear of retaliation from any company, but the service provider does have the right to review the complaint and respond to it. Complaints are handled by CRTC Client Services; once a complaint is filed it will be reviewed and the complainant should receive a reply within 10 business days to confirm how it will be handled.

If your service provider does not respond within 20 calendar days, the CRTC will send a written reminder. If there's still no answer, the CRTC raises all unanswered complaints with the company when it applies to renew its license.

If the complaints allege that the company violated the *Broadcasting Act* or CRTC policies or regulations, CRTC staff will decide if any further process or regulatory action is required.

Although uncommon, it is possible for a service provider to have their license renewal denied if the company fails to address violations of the *Broadcasting Act* or CRTC policies.

However, broadcasters tend to work to resolve any issues forwarded by the CRTC in order to maintain their licensing.

### ***Have a question or want to learn more?***

Visit the Canadian Hard of Hearing Association Broadcasting Accessibility Project website:

<http://chha.ca/baf/index.php>

Or, if you have an accessibility question about your television, radio or content on the internet, just

### ***Ask the Expert!***

Visit the Ask the Expert webpage to pose your question:

<http://www.chha.ca/chha/ask-expert.php>



**Canadian Hard of Hearing Association**  
**Association des malentendants canadiens**