



Complaint Form

A complaint filed with the Canada Energy Regulator (**CER**) is an issue or concern that you and a company have been unable to resolve by other means. A complaint to the CER can involve any energy project we regulate and must involve issues within our mandate.

Upon receipt of your Formal Complaint Form, CER staff will contact you within 10 calendar days to discuss the complaint process.

This form and any further documents you submit, including any personal information, will be shared with the other party(ies), as part of the complaint resolution process. For more information on the CER's complaint resolution process, please see the CER's website (www.cer-rec.gc.ca/complaints). If you have any questions, contact one of the CER's complaint resolution specialists by phone at (403) 292-4800 or toll free at 1 (800) 899-1265.

Alternative Dispute Resolution

Often issues can be best resolved directly between you and the company. CER staff is available to help facilitate resolution of a dispute. Alternative dispute resolution (**ADR**) staff can help parties better understand the issues, work through disputes, and find practical solutions. ADR is collaborative, interest-based, confidential, and voluntary. When ADR is used, parties have more ownership over process and outcomes. You can read more about ADR on the CER website (www.cer-rec.gc.ca/adr).

To seek additional information or to arrange for ADR services, please contact the CER's ADR staff toll free at 1 (800) 899-1265 or by email at ADR-RED@cer-rec.gc.ca.

To submit a Formal Complaint, please complete this form

See **Part D** below for instructions on how to submit your completed form. You can attach additional pages as necessary.

The form starts on the next page



Part A - Your contact information

Name:			
Title:			
Organization (if applicable):			
Residential Address:			
City:			
Postal Code:	Province:		
Telephone:	Fax:		
Email:			
Mailing or Personal/Courier Service Address (if different from above)			
Address:			
Telephone:			
Preferred Method of Contact:	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Mail

The form continues on the next page



Part B - Company information

Please fill in as much of the energy company's information that is known. If unknown, please leave it blank.

Company Name:	Company Representative and Title (if known):
Company Address:	
City:	Province:
Telephone:	Postal Code:
Email:	
Name of Project/Facility (if known):	
Have you discussed your complaint with the company?	Yes No
If yes, please let us know what response you received:	

The form continues on the next page



Part C - Details of your complaint

Please provide the legal land description regarding your complaint (if known):

Please summarize the reason(s) for your complaint and any relevant information you may have available (e.g., photos, property sketch, maps). You can attach additional pages to this form.

The form continues on the next page



Part D - Submitting this form

Below are the options for submitting your completed Complaint Form.

1. Mail or courier (preferred method)

You can print this form and mail or courier it to the following:

Complaint Resolution Team
Canada Energy Regulator
210 - 517 10 Ave SW
Calgary, AB T2R 0A8

2. Fax

You can print this form and send a copy to the CER by fax at (403) 292-5503 or 1 (877) 288-8803 (toll free).

3. Email followed by mail/courier/fax

You can email a copy of this form to ADR-RED@cer-rec.gc.ca. **However a signed and dated paper copy of your Complaint Form must also be provided to the CER by mail, courier, or fax, within 15 days of emailing.** Note that the CER will proceed with its initial complaint response upon receipt of the Complaint Form via email. Formal ADR, should it be required, cannot commence until the Complaint Form is also received by mail, courier, or fax.

Acceptance of Submission/Responsibility

Check this box if you are emailing your Complaint Form. By checking this box, you agree with the following statement:

That I certify that I have electronically submitted my Complaint Form to the Canada Energy Regulator. I also certify that the paper submission attached hereto is complete and contains accurate renditions of the electronic documents.

Print your name:

Signature:

Date (DD MM YYYY):