

Tell Us About Your Complaint:

If you are not sure of the obligations of the travel agent or wholesalers, you can call TICO and speak with one of our Complaints Officers. They can provide you with information about the Travel Industry Act, 2002 that may assist you in determining what your next steps might be.

Initiating a Formal Complaint:

If you have attempted to resolve your complaint by contacting your travel retailer or travel wholesaler, and after speaking with our Complaints Officers you would like to submit a formal complaint, TICO will send you a Complaint Form. You then need to complete the Complaint Form in full and return it to TICO with all supporting documentation.

Investigating Your Complaint:

Once we know your concerns, we can begin looking into your complaint. In most cases, TICO will contact your travel agent or the wholesaler you dealt with about your complaint and ask him or her to respond to us. We will then tell you what he or she said in reply. As well, TICO will review all information received to determine if regulatory action is needed.

When TICO receives a complaint, it may be resolved in anywhere from a few hours over the telephone to a few weeks or months for a formal written complaint. The length of time varies depending on the complexity of the issues, the availability of information and documentation and the level of cooperation of those involved.

Where possible, TICO will try to assist both you and the company involved in reaching a settlement that is satisfactory to both parties.

Resolution of a Complaint:

Should TICO not be successful in assisting you to reach an acceptable solution, you have the option of seeking legal counsel and pursuing the matter through the legal system. TICO's complaint's process does involve a review of all the information and documentation received against the provisions under the Travel Industry Act, 2002 and Ontario Regulation 26/05 to ascertain whether there has been a contravention of the legislation by the travel retailer or travel wholesaler involved. Any possible infractions are referred to TICO's Compliance Department for further review based on the information provided. The

purpose of this referral is to enable TICO's compliance staff to review the file to determine whether there has been any non-compliance with the Travel Industry Act, 2002 and/or Ontario Regulation 26/05 and that such referrals are therefore not directed at obtaining compensation for specific complaints, but for the purpose of enforcing the legislation.

Any administrative action that may be taken in relation to TICO's enforcement of the Act and Regulation is between TICO and the travel retailer or travel wholesaler involved. Where appropriate, TICO does require the registrant to initiate corrective measures in an effort to prevent similar situations from affecting future travelers. Any such action or measures taken by the Registrar would be dealt with separately from assisting with the resolution of the complaint. Information provided by consumers is helpful to the Travel Registrar in enforcing and administering the Travel Industry Act, 2002 and Ontario Regulation 26/05.

Once a complaint has been resolved or it has been determined that a mutual settlement between the parties is not possible, TICO will close its complaint file.

Compensation for Problems Experienced:

TICO does not have the authority to force or compel a registrant to provide compensation. TICO does not have the authority or mandate to act as an arbitrator or to impose a settlement in any complaint matter. Consumers that remain dissatisfied may consider discussing the issue with legal counsel and pursuing the matter through the legal system.

It should be noted that the Compensation Fund does not reimburse consumers on the basis of dissatisfaction with travel services that were received or to provide compensation for customer service issues. For more information about the Compensation Fund and its coverage - [click here](#).

Dissatisfaction with TICO's Handling of a Complaint:

TICO will strive to reach an equitable resolution acceptable to all parties involved; however, TICO's power is limited as it does not have the authority to force or compel its registrants to provide a reimbursement or compensation and it cannot act as an arbitrator in any complaint matter. The purpose and function of TICO's complaints process is to assist consumers with complaints against Ontario travel retailers and travel wholesalers and to work towards reaching an equitable resolution for the consumer. In some cases, TICO is

successful in reaching a mutually acceptable resolution; however, this is not always possible. Where appropriate, TICO does require the registrant to initiate corrective measures in an effort to prevent similar situations from affecting future travelers. Any action taken by the Registrar is dealt with separately from assisting with resolution of the complaint.

However, if you remain dissatisfied with TICO's handling of your complaint, you may proceed to TICO's Governance and Human Resources Committee, whose responsibility is to review the manner in which your complaint was handled by TICO staff and to determine if further action is necessary. If you wish the Committee to review TICO's handling of your complaint, please contact TICO's Complaint's Department with your request.

TICO's Complaints Department is here to assist you with any questions.

[Click here to request a TICO Complaint Form](#)