

# Telecommunication Regulators

--

## Canadian Human Rights Commission

### Who are they?

The Canadian Human Rights Commission (CHRC) is responsible for administering the Canadian Human Rights Act, which promotes equality and prevents discrimination based on race, national or ethnic origin, color, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, or conviction for an offense for which a pardon has been granted or in respect of which a record suspension has been ordered. The CHRC investigates complaints of discrimination and works to resolve them through mediation and other means.

### What you should do

1. If any member genuinely feels that they have been discriminated against based on the prohibited grounds above FILE A COMPLAINT TODAY using the link below. Include as much detail and evidence that you possibly can.

<https://www.chrc-ccdp.gc.ca/en>

## ESDC- Labour Program

### Who are they?

The ESDC (Employment and Social Development Canada) Labour Program plays a vital role in promoting fair, safe, and productive workplaces across Canada. They deal with labour standards, health and safety, equity etc.

### What you should do

1. Email the following addresses should you have concerns over how Telus is treating its workers- share your story, provide examples. Inappropriate pressure or impossible expectations, access to disability benefits, harassment, bullying, health and safety, mental health issues caused by the employer- any and all serious workplace issues. Tell your story.

[media@hrsdc-rhdcc.gc.ca](mailto:media@hrsdc-rhdcc.gc.ca)

[sandra.hassan@labour-travail.gc.ca](mailto:sandra.hassan@labour-travail.gc.ca) – Deputy Minister of Labour

[charleen.armstrong@labour-travail.gc.ca](mailto:charleen.armstrong@labour-travail.gc.ca) – Chief of Staff

[brenda.baxter@labour-travail.gc.ca](mailto:brenda.baxter@labour-travail.gc.ca) - Assistant Deputy Minister

[nasir.naroo@labour-travail.gc.ca](mailto:nasir.naroo@labour-travail.gc.ca) – Regional Director, Ontario

[andrew.cox@labour-travail.gc.ca](mailto:andrew.cox@labour-travail.gc.ca) - Labour Inspector

[sandra.charles@hrsdc-rhdcc.gc.ca](mailto:sandra.charles@hrsdc-rhdcc.gc.ca) – Director

**\*\*When sending an email, always note that your union requested that you reach out.\*\***

# CCTS

## Who are they?

The CCTS, or Commission for Complaints for Telecom-television Services, is an independent organization in Canada tasked with resolving customer complaints regarding telecommunications and television services. The CCTS is interested in complaints involving various issues such as billing errors, contract disputes, service quality concerns, and inadequate customer service responses.

## What you should do

1. File a complaint using the link below if you have any substantial issues with Telus as a client, that Telus has been unsuccessful in resolving- despite your efforts.

<https://www.ccts-cprst.ca/for-consumers/complaints/complaint-form/>

2. Email the following addresses should you have concerns about customer service / service quality issues at Telus – provide examples of any problematic policies or practices that affect either service or quality.

[Howard.Maker@ccts-cprst.ca](mailto:Howard.Maker@ccts-cprst.ca) – Commissioner

[response@ccts-cprst.ca](mailto:response@ccts-cprst.ca)

[communications@ccts-cprst.ca](mailto:communications@ccts-cprst.ca)

[Kelsey.Evaniew@ccts-cprst.ca](mailto:Kelsey.Evaniew@ccts-cprst.ca) – Director of Legal

**\*\*When sending an email, always note that your union requested that you reach out.\*\***

# CRTC

## Who are they?

The CRTC (Canadian Radio-television and Telecommunications Commission) regulates and oversees telecommunications and broadcasting in Canada, ensuring fair competition, consumer protection, and adherence to broadcasting standards. They are interested in complaints related to telecommunications service quality, billing disputes, adherence to Canadian content regulations in broadcasting, and issues affecting competition among service providers.

## What you should do?

1. Email the following addresses if you have concerns over consumer protection, service quality, or issues affecting competition in the market based on Telus practices. Share your stories, provide detail.

[Communications@crtc.gc.ca](mailto:Communications@crtc.gc.ca)

[vicky.eatrides@crtc.gc.ca](mailto:vicky.eatrides@crtc.gc.ca) – Chairperson and CEO

[bram.abramson@crtc.gc.ca](mailto:bram.abramson@crtc.gc.ca) – Commissioner, Ontario

[nirmala.naidoo@crtc.gc.ca](mailto:nirmala.naidoo@crtc.gc.ca) - Commissioner, Alberta and NWT

[claire.anderson@crtc.gc.ca](mailto:claire.anderson@crtc.gc.ca) – Commissioner, BC

[Steven.Harroun@crtc.gc.ca](mailto:Steven.Harroun@crtc.gc.ca) – Chief Compliance and Enforcement Officer

[Anthony.McIntyre@crtc.gc.ca](mailto:Anthony.McIntyre@crtc.gc.ca) – Senior General Counsel

[Leila.Wright@crtc.gc.ca](mailto:Leila.Wright@crtc.gc.ca) – Executive Director, Telecom

**\*\*When sending an email, always note that your union requested that you reach out. \*\***