

Ministry of Consumer Services
Office of the Assistant Deputy Minister

Policy and Consumer Protection
Services Division

777 Bay Street, 5th Floor
Toronto ON M7A 2J3

Tel: (416) 326-2826
Fax: (416) 325-6192

**Ministère des Services aux
consommateurs**

Bureau du sous-ministre adjoint

Division des politiques et des services
de protection du consommateur

777, rue Bay, 5^e étage
Toronto (Ontario) M7A 2J3

Tél: (416) 326-2826
Télééc: (416) 325-6192



September 8, 2011

Carol Sampson
Email – sammygirl1@rogers.com

Dear Ms. Sampson,

Further to our recent telephone conversation, I am writing to advise you that unfortunately, the Minister is unable to meet with you at this time.

I would like to assure you the Minister and the Minister's office are aware of this matter. This will also be brought to the Minister's attention following the election.

I would also like to advise you that the ministry has no record of the letter you mentioned on our call dated August 30, 2011. Please be advised that, as indicated in earlier correspondence, that a decision was made that the matter would not be referred to investigation on the basis that the *Consumer Protection Act, 2002* does not apply in the circumstances of this case.

Sincerely,

A handwritten signature in black ink, appearing to read "F. Denton".

Frank E. Denton
Assistant Deputy Minister