

OVERVIEW OF OEB COMPLIANCE AND ENFORCEMENT PROCESSES



**CONSUMER
COMPLAINTS**



**INDUSTRY
ENQUIRIES**



**REPORTING &
APPLICATIONS**



**OEB COMPLIANCE
PRIORITIES**

COMPLIANCE REVIEW AND/OR INSPECTION



**REVIEW &
ASSESSMENT
BY STAFF**

**NO
FURTHER
ACTION**

**EARLY RESOLUTION
STAFF
GUIDANCE**

Could include warning,
mediation or staff bulletin

**ASSURANCE OF
VOLUNTARY
COMPLIANCE**

Could include
administrative penalty

**NOTICE
OF
INTENTION**

(Hearing
if requested)

**ENFORCEMENT
ORDER**

**ALLEGATIONS
DISMISSED**

Could include measures to require
compliance/prevent non-compliance,
to revoke/suspend licence, and/or
to pay administrative penalty

For more information about our compliance and
enforcement processes, please visit www.oeb.ca.