



Temporary foreign workers

How the Consumer Protection Act applies to employment agencies

Under the [Consumer Protection Act](#) (CPA), businesses are required to have an Employment Agency Business Licence if they are working on behalf of employees, employers or both to secure persons for employment. You can search for licensed agencies on the Service Alberta and Red Tape Reduction website at: <https://www.servicealberta.ca/find-if-business-is-licenced.cfm>

Loss of employment due to Alberta wildfires

In the event of job loss, if you are a temporary foreign worker and have a work permit, you may be able to look for another job providing the new position meets the federal requirements with respect to your work permit.

Unfair Practices

It is an unfair practice for an employment agency to:

- Exploit any fear or lack of experience of a consumer
- Exert undue pressure, threaten or harass a consumer
- Give false, misleading or deceptive information in advertisements, solicitations, negotiations or representations with respect to services provided
- Give false, misleading or deceptive information relating to employment positions, legal rights, immigration or the general living or working conditions in Alberta
- Directly or indirectly demand or collect a prohibited fee, reward or other compensation.

Prohibited fees

An employment agency cannot demand or collect a fee from an individual it is helping to find a job or recruiting. No employment agency may demand or hold a bond or deposit from an individual. It is against the law for any fee to be collected from a person even if it may be refunded later. An employment agency cannot inform an employer that the employer can recover the costs of the agency's services from the employee.

Filing a complaint against an employment agency

To file a complaint with the Consumer Investigations Unit, including anonymous tips through the Report a Rip Off phone line, contact the Service Alberta and Red Tape Reduction Contact Centre toll-free at 1-877-427-4088.

For more information, go to our [File a consumer complaint against a business](#) page on alberta.ca.

Housing disputes

Some employment agency businesses and their customers are also in a landlord and tenant relationship. While the law provides options to settle disputes, landlords and tenants are encouraged to work together and find ways to keep everyone involved safe and secure.

For information about the rights and responsibilities of tenants and landlords visit the [Information for landlords and tenants page](#) on alberta.ca.

For more information:

Visit the [Temporary Foreign Workers page](#) on alberta.ca or contact the Temporary Foreign Worker Advisory Office toll-free throughout most of the world at 1-877-944-9955, with the following exception:

Mexico: 0018005145713