

Competition Commission of Mauritius –Complaint Form

This form is to assist members of the public to make complaints to the CCM.

INFORMATION:

The CCM can only take action to redress a competition problem following a full, detailed investigation. It cannot simply intervene directly with suppliers to assist a consumer or business facing a problem. However, if you face a problem relating to a business (including a parastatal) behaving anticompetitively, or if you are concerned that a business might be in breach of the Competition Act 2007, then **we would like to hear from you.**

To register a complaint with the Commission, about the behavior of a company, or to alert us to a competition problem, please either:

- fill out this form and send to: Complaints, CCM, 1st Floor, 7 Maupin Street, Port Louis;
- fax this form to (+230) 211 3107; or
- include the requested details in an email to info@ccm.mu.

Please note that we cannot take any action on the basis of anonymous complaints. You must provide a name and contact telephone number. If you prefer your complaint to remain anonymous on the public Complaints Register, please request this.

COMPLAINT – please fill out this section:

Title (e.g. Mr/Mrs/Miss)	
First name:	
Surname:	
Daytime Contact Number:	
Email address:	
Mobile number:	
Fax number:	
Address :	
Date :	

Detail of Issue:	(Include, if possible, details of the business or businesses involved, products or services involved, nature of the behaviour that may be a breach of the Competition Act, dates during which this behaviour has been observed, whether any action has already been taken by affected parties).
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Further Information about the scope of the CCM's work is at www.ccm.mu.

Other organisations to contact for complaints are:

- If you have a general consumer complaint, you might want to contact the Ministry of Consumer Protection.
- If your complaint concerns a firm in a regulated sector you can contact the relevant regulator:
 - For telecoms: ICTA
 - For insurance companies and other financial services: the FSC For banks, the Bank of Mauritius
 - For radio and television: the IBA

(the CCM does not endorse, or take any responsibility for, the content of external sites).