

Media Statement

FAIR Canada welcomes CIRO's proposal for shorter complaint-handling timelines

Toronto, ON (October 29, 2026) — Today, Jean-Paul Bureaud, Executive Director of FAIR Canada, issued the following statement in response to the Canadian Investment Regulatory Organization (CIRO)'s proposed rule amendments that would shorten the standard response time for investor complaints from 90 days to 60 days.

This proposal marks an important step in creating a faster, single national standard. FAIR Canada and our consumer coalition partners have long advocated for a 60-day standard and a harmonized approach to complaint handling across Canada. Faster complaint handling will help reduce stress and prevent consumers from giving up on valid complaints or feeling pressured to accept unfair resolutions simply because the process has dragged on too long. It will also reduce uncertainty and reinforce investor confidence that concerns are being addressed promptly, and better align our complaint timelines with our international peers.

We look forward to reviewing CIRO's consultation and submitting comments.