

# Policy for managing comments and complaints regarding the Committee's services

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Approved by the board of directors on October 21, 2020

## Preamble

In its service statement, the Parity Committee for security guards, hereafter referred to as the Committee, puts forward its values and service commitments in carrying out its mission. The policy for managing comments and complaints regarding the Committee's services is therefore consistent with the spirit of continuous improvement in the service offered to the various industry members who make up the Committee's clients.

## Objectives

The objectives of this policy are as follows:

- Contribute to the continuous improvement of the quality of services offered to increase customer satisfaction.
- Identify and correct weaknesses in the various interventions or service processes in place.
- Confirm good practices and aspects appreciated by clients.
- Ensure a structured and uniform treatment of complaints received, in accordance with the values and commitments of the service declaration.
- Clarify roles and responsibilities.

## Definitions

**Clients:** All those who communicate with the Committee in relation to services offered. The employees and administrators of the Committee are not part of the clients covered by this policy.

**Complaint:** Dissatisfaction with the services received by the Committee or one of its representatives reported to general management, who will be responsible for intervening and following up.

**Comments:** A comment, idea or opinion regarding the services offered by the Committee or one of its representatives, addressed to the person concerned or any other representative of the Committee. No follow-up will be made with the person who submitted the comment.

## Scope of application

This policy is implemented for the employees of the Committee with respect to all services offered to its clients.

# Principles

## Confidentiality and diligence

Every complaint will be treated with the same degree of care, impartiality and confidentiality.

## Accessibility and simplicity

The Committee wishes to make this policy known to all by publishing it on its website.

Any person wishing to **file a complaint** can therefore do so easily by filling out the Committee complaint form available. The general management, responsible for handling complaints, will contact the complainant within 10 business days of receiving the complaint.

Anyone wishing to **send comments** without filing a complaint can do so by contacting us by phone, fax, mail, email or via the contact form in the "contact us" section of our website.

# Committee's Responsibilities

The Committee is dedicated to making sure that all its employees collaborate in the service complaint management process. As such, everyone has the responsibility, according to their role, to listen and assist an individual who raises a concern or dissatisfaction related to the services provided by the Committee.

## Comments

If you have any comments to make or dissatisfaction to express regarding an intervention by a representative of the Committee, we invite you to contact one of the following people:

### **Comment regarding an employee of the inspection department**

- Stéphanie Corriveau, inspection department manager, ext. 226

### **Comment about an employee in the claims and monthly reports department**

- Sylvie St-Louis, claims, monthly reports and accounting department manager, ext. 233

### **Comment about any other staff members of the Committee**

- Isabelle Cimon, general manager, ext. 234

## Complaint

If dissatisfaction persists, the person concerned must be informed that they can file a complaint. The complaint will then be dealt with by the general management.

- A letter confirming receipt of the complaint will be sent within 10 days of receipt. This letter will explain the process.
- Within the same timeframe, the general manager will inform the Chair of the Board of Directors, hereafter referred to as the Board, of the receipt of the complaint.
  - If, after reviewing the file, the President deems that the complaint requires further discussion with the Board, it will be brought to their attention.
- When a complaint is submitted to the Board of Directors, they will analyze it and recommend how to deal with it based on the facts and explanations presented.
- The general manager will assess which member of management or department head will handle the complaint and will make sure that each complaint received is properly handled and followed up.
- The general manager will also produce an annual report outlining the complaints received during the year. The results will be presented to Board and Committee staff while respecting the confidentiality of the complainants.

## Client responsibilities

In order to promote compliance with the Committee's commitments regarding the management of complaints about its services, anyone filing a complaint in this regard must:

- Provide full contact information (name, address, telephone and email address).
- Provide all information relevant to the complaint.
- Collaborate with management for effective handling of the complaint.

## Complaint processing

1. A letter confirming receipt of the complaint will be sent within 10 business days of receipt.
2. Preliminary evaluation of the complaint by the general management and the head of the department concerned, and assignment of the processing of the complaint.
3. A letter confirming the admissibility and handling of the complaint will be sent within 10 business days following the letter confirming the receipt of the complaint.
4. Processing of the complaint:
  - a. Meeting with the person concerned by the complaint to inform them and obtain their version of the facts
  - b. Contact the complainant to provide them with this version of the facts and allow them to comment
  - c. Taking steps or actions to try to resolve the situation
  - d. If no agreement can be reached and the complainant remains dissatisfied, the complaint may be transferred to other jurisdictions. Depending on the situation, relevant contact information will then be provided to the complainant.