



COMPLAINT PROCESSING POLICY

EFFECTIVE DATE: **January 1, 2012**

LEVEL OF AUTHORIZATION: **DIRECTION**

PERSON RESPONSIBLE FOR THE TREATMENT OF COMPLAINTS

PROMIS ensures the availability of a complaints service during its business hours. To this end, the Board of Directors designates the Executive Director as responsible for handling complaints.

RECEIPT OF COMPLAINTS

The person responsible for handling complaints allows the complainant to explain the nature of the complaint and to provide information or documents that they deem relevant. The person responsible ensures that the complaint is well-founded. If necessary, the person responsible directs the complainant to another interlocutor (person or organization).

The complainant may make a complaint verbally or in writing. However, in the event that the complainant transmits the complaint verbally, the person responsible for handling complaints (or their delegate) will meet the complainant to help draft the complaint. The latter must sign the document once finalized. This is to formalize the filing of the complaint.

OPENING A COMPLAINT FILE

For any complaint received, the person responsible for handling complaints opens a file using the registration form and the complaint follow-up form to gather the relevant information.

When registering the complaint, the complainant must identify himself. However, the person responsible for handling complaints (or their delegate) informs the complainant that this information remains confidential during the processing of the complaint. Only the persons concerned will be notified of the complaint (and the details thereof) while it is being processed. In their report to the Board of Directors, the person responsible for handling complaints identifies the complainant by the complainant's registration number and the person who is the subject of the complaint by employee number, until the identity of the persons in question becomes necessary for the resolution of the complaint.

TIME TO PROCESS COMPLAINTS

When registering a complaint, the complainant provides their name and address to the person responsible for handling complaints (or to their delegate) who then sends a formal acknowledgment of receipt within two working days.

PROMIS undertakes to keep the complainant informed of the processing of his complaint within a maximum of 60 calendar days from the filing of the complaint.

HANDLING OF COMPLAINTS

- ✓ If the complaint concerns a regular attitude, behavior or service given by a staff member, the person responsible for handling complaints (or their delegate) assesses the merits of the complaint and determines what action to take on it according to applicable laws, administrative policies, the organization's code of ethics and the collective agreement.
- ✓ If the complaint does not fall within the remit of PROMIS, the person responsible for handling complaints (or their delegate) refers the complainant, if possible, to a competent body or (authority).

REPORT TO THE BOARD OF DIRECTORS

The person responsible for handling complaints reports to the Board of Directors, on a periodic basis, the complaints recorded since the previous report and summarizes, for the benefit of the Directors, the handling of the complaints recorded.

ARCHIVING OF COMPLAINTS

All complaint files constituted by PROMIS are confidential and kept under lock and key in the corporation's place of business for five (5) years. The person responsible for handling the complaints (or their delegate) can access them for administrative reasons.