



## Complaints policy

Last update: February 2023

## Preliminary remarks

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*In this document, the masculine gender is used for the sole purpose of simplifying the text.*

Welcome to the official presentation of the Complaints Policy (hereinafter "Policy") of the Fête du Lac des Nations Inc (hereinafter "the organization" or "FLN"). The purpose of this Policy is to deal with potential complaints in a structured and equitable manner. The handling of complaints takes into account the FLN's constitution, by-laws and code of ethics.

If you have any questions about this Policy and other content below, please send your inquiry to [info@fetedulacdesnations.com](mailto:info@fetedulacdesnations.com).

## Complaint Manager

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The person responsible for handling complaints is Ms. Cindy Trottier, General Manager of the Fête du Lac des Nations Inc. She ensures that this policy is respected and is responsible for good communication between the complainant and the organization.

## Field of application

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This policy applies to employees, volunteers, partners, suppliers, board members and festival-goers who have participated in the FLN and/or purchased FLN products.

## Definition

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### Complaint

A complaint is an expression of dissatisfaction by an individual or a corporation with respect to a service or good provided by an organization. A complaint can be made verbally or by writing.

For the purposes of this Policy, a valid complaint must state one of the following three elements:

- a justified reproach against the organization or one of its employees;
- the identification of potential or actual harm that a consumer has suffered or may suffer;
- claiming corrective action.

## Complaint Handling Policy

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- i. If a complaint can be resolved immediately and to the satisfaction of the customer, the person receiving the complaint, or another designated person, will initiate the processing of the complaint;
- ii. Complaints that cannot be resolved immediately shall be dealt with in an impartial manner by the person responsible for complaints, the Customer Experience Committee and - if the complaint is of a significant nature - the Administrative Committee;
- iii. Complaints shall be handled in a confidential and objective manner;
- iv. The processing time for a complaint shall not exceed 15 working days;
- v. A complaint is considered **formal** when it is addressed in writing to the person in charge of handling complaints. All complaints must contain the following information about the person making the complaint:
  - a. its full name, if it is a legal entity;
  - b. mailing address and email address;
  - c. its phone number;
  - d. the purpose of the complaint;
  - e. a description of the unsatisfactory situation;
  - f. desired outcomes;
  - g. the signature of the person making the complaint or representing the person;
  - h. the date.
- vi. A complaint is said to be **informal** when it is made verbally.
- vii. If the existing information is deemed insufficient, the person in charge of complaints may conduct investigations and even hear the complainants.
- viii. In some cases, the person responsible for complaints may seek assistance from specialized resources to better manage the situation.
- ix. All decisions made by the Complaints Officer and the Customer Experience Committee shall be in accordance with the organization's constitution and bylaws and its code of ethics.
- x. If the person making the complaint is not satisfied, he or she may take a final step and make a request to the person responsible for handling complaints. The person responsible for handling complaints will respond to the request by reconsidering the decision or referring the person to a resource outside the organization that has jurisdiction over the matter.
- xi. a complaint against the management of the organization shall be dealt with by the Administrative Committee.

## How to file a complaint

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1. In the first place, the complainant is encouraged to contact customer service by calling 450 569-5888 or by sending an e-mail to [info@fetedulacdesnations.com](mailto:info@fetedulacdesnations.com);
2. If a complainant is not satisfied with the responses or information obtained in the previous step and wishes to make a formal complaint, he/she should do so in writing to the following email address: [dg@fetedulacdesnations.com](mailto:dg@fetedulacdesnations.com) (with the subject line: "Complaint - to be delivered to the Complaints Officer").

## Complaint handling procedure

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### 1. Receiving the complaint

Any employee who receives a complaint shall forward it, upon reception, to the Complaints Officer. The person in charge must acknowledge receipt of the complaint within a reasonable period, within 3 working days of receiving it.

### 2. Treatment of the complaint

receipt of the complaint, the complaint handler shall initiate its process to reach an agreement with the complainant.

- i. If the complaint is verbal, a request to send a detailed email including these items will be made to the complainant:
  - a. its full name, if it is a legal entity;
  - b. mailing address and email address;
  - c. its phone number;
  - d. the purpose of the complaint;
  - e. a description of the unsatisfactory situation;
  - f. desired outcomes;
  - g. the signature of the person making the complaint or representing the person;
  - h. the date.
- ii. If the written complaint lacks clarity, the email will be returned requesting more details about the situation and the complainant's expectations;
- iii. If the complaint does not meet one of the following three elements:
  - a. a justified reproach against the organization or one of its employees;
  - b. the identification of potential or actual harm that a consumer has suffered or may suffer;
  - c. a claim for corrective action.

the guidelines of this Policy will be overlooked and the request will be processed on a regular basis.

### 3. Complainant file

Any valid complaint received must be opened as a separate file.

The file must include :

1. The complainant's written complaint, including the element of the complaint (a reproach against the organization or one of its employees, the identification of a potential or actual harm that a consumer has suffered or may suffer, or a claim for corrective action);
2. the outcome of the complaint process (the analysis and supporting documents);
3. copy of the final answer.

### 4. Complainant Register

Once a year, the complaint register, including all complaint files from the past year, will be submitted to the administrative committee.

## Updates

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This Complaints Policy is updated as needed.

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