

COMPLAINTS POLICY

If you have experienced a situation requiring the filing of a complaint, please know that the FLN has a policy regarding this issue and that your well-being is a priority to the organization. Here is a summary of the policy about filing a complaint.

COMPLAINT HANDLING PROCEDURE

- Receipt of the complaint within 3 working days by the manager.
- Initiation of the process to reach an agreement with the complainant.
- Creation of the complaint file.
- Submission of the register of complaints to the AC.

WHO ?

This Policy applies to :

- Volunteers
- Suppliers
- Partners
- Festival-goers



COMPLAINT HANDLING POLICY

- Handled in a confidential and objective manner.
- A complaint is informal when it's made verbally.
- Investigations may be conducted in response to a complaint.
- A complaint against management is dealt with by the AC.
- Cannot exceed 15 working days.

MANAGER

The person responsible for handling complaints is Ms. Cindy Trottier, General Manager of the FLN.

HOW ?

- Contact customer service by calling (819 569-5888) or by email at :
info@feteduladesnations.com

Your complaint will be forwarded to the manager who will contact you as soon as possible.

Consult the complete purchase policy for more information.

COMPLETE POLICY