

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

- Reception 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 complaints register to the Board of Directors.

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.
- Cannot exceed 15 working days.
- A complaint against management is dealt with by the Board of Directors.

WHO ?

This Policy applies to :

- Volunteers
- Suppliers
- Partners
- Festival-goers

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.

ASK FOR THE COMPLETE POLICY FOR MORE INFORMATIONS.

I WANT THE COMPLETE POLICY