

## **Excellence in customer service: Procedure to follow to make a complaint**

To ensure the success of your establishment in Outaouais, *Accueil-Parrainage Outaouais* (APO) is committed to providing you with the best possible service.

If you feel that you were not well served by APO or by one of its representatives, don't hesitate to talk to general management so together you can explore different solutions.

You can also consult our Policy on handling client complaints (**Politique de traitement des plaintes de la clientèle ou des plaintes à l'égard des services, du comportement du personnel ou de la direction**), on our website: ([www.apo-qc.org/fr/qui-sommes-nous/rapports-annuels-plans-strategiques-et-politiques](http://www.apo-qc.org/fr/qui-sommes-nous/rapports-annuels-plans-strategiques-et-politiques)).

### **Complaint**

If you wish to file an official complaint, follow the instructions below:

- 1) Complete the **Complaint Form**. You can find the French version of the form under the golden mailbox, located between the two main entrance doors at APO (124 Jeanne-d'Arc street, Gatineau). A French version and translated versions in Arabic, Spanish and English are available on APO's website ([www.apo-qc.org](http://www.apo-qc.org)), under the tab **Qui sommes-nous**, or you can request them at APO's front desk. All the requested information must be entered on the form.
- 2) If you need help filling out the form or understanding the procedures related to how the complaint is handled, you can request the help of a third party or an interpreter. In cases where the services of an interpreter paid by the APO is required, all costs will be charged to the organization.
- 3) Once the form is completed, you must deposit it in the golden mailbox provided for this purpose at the entrance of the APO (between the two doors). You can drop off your completed form Monday to Friday from 8:30 a.m. to 4:30 p.m., at 124 Jeanne-d'Arc street, Gatineau.

### **Complaint handling**

- 1) Only the Complaints Management Committee is authorized to review the complaints. This committee is made up of three people (management and two administrators from the organization, or a substitute if the complaint concerns one of the members of the committee).
- 2) Once the complaint is received, an acknowledgement of receipt will be sent to you within three business days.
- 3) The Complaints Management Committee has 15 business days to deal, confidentially and objectively, with the complaint received and to inform you of the decision taken.

**Thank you!**