



PROCEDURE FOR PROCESSING COMPLAINTS COMITÉ PARITAIRE DES BOUEURS DE LA RÉGION DE MONTRÉAL

1 Objectives and scope

- 1.1 Define the directives that apply in terms of:
 - Information to provide persons subject to the Decree Respecting Solid Waste Removal (hereafter the “**Decree**”) regarding the means available to them to make a complaint; and
 - Compiling and processing a complaint from such a person.
- 1.2 This procedure applies to all employees in direct contact with persons subject to the Decree and concerns any written (on site, by email, fax or mail) or verbal (on site or by telephone) complaint or comment.

2 Responsibility

- 2.1 Procedural responsibilities (management roles): General Manager.
- 2.2 Roles that may implement one or more aspects of the procedure: Inspector.

3 Definitions

- 3.1 **Complaint:** Dissatisfaction or irritation from a person subject to the Decree, expressed orally or in writing, resulting from non-compliance with the Act Respecting Collective Agreement Decrees, the Decree or any applicable regulation. The complaint notably concerns the following elements:
 - Remuneration (including salary, overtime, holidays, annual vacation, various types of leave);
 - Insurance (including enrolment, coverage, policy payment, claims); and
 - Other labour standards (Section 11 and what follows in the Decree).



- 3.2 **Comment/suggestion:** These notions imply that the person subject to the Decree expresses a positive or negative remark or observation related to customer service, communication or services provided. Contrary to a complaint, the comment or suggestion does not result in a formal processing procedure.

4 Content

Information and means provided to affiliates

- 4.1 Persons subject to the Decree must be informed of how to make a complaint. To do so, the following means are available to file a complaint or submit a comment:

- By telephone;
- Via the page on the website;
- By mail; and
- In person on site.

- 4.2 The information provided to persons subject to the Decree includes the following message:

“Do you have a comment to share? Do you wish to express yourself? Please contact us by one of the following means:

- In person, at 7151 Jean Talon East, Suite 110, in Anjou;
- By phone: 514-253-4910;
- Online: www.boueurs.com; or
- By mail, addressed to: Olivier Proulx, Inspector, 7151 Jean Talon East, Suite 110, Anjou, Québec, H1M 3N8.”

Complaint processing procedure

- 4.3 The employee who receives the complaint, comment or suggestion from the client must assess whether it consists of:

- a) A complaint; or
- b) A comment/suggestion.

If in doubt, they may discuss the situation with their immediate supervisor.



Comments/suggestions

- 4.4 The employee who receives the comment/suggestion must file it in the *Record of Comments and Suggestions*. They must indicate:
- The date;
 - The nature of the comment/suggestion (maximum one line); and
 - Their name.
- 4.5 Each Friday, the person responsible of the procedure must collect the completed record, analyze the comments and, if necessary, recommend improvements to implement. End of process.

Complaints

- 4.6 The employee who receives the complaint must record the person's contact information in Section 1 "The Complainant" of the *File a Complaint* form. They must also complete Section 2 "Targeted Company." Next, they must describe the complaint and, as much as possible, the cause/reasons that led to the complaint. This information must be noted in Section 3 "The Complaint" of the *File a Complaint* form.
- 4.7 In the event a complaint is made orally on site, the employee who receives the complaint must invite the complainant, if they wish, to make a written complaint; if applicable, the complainant will themselves complete Sections 1, 2 and 3 of the *File a Complaint* form as described in Paragraph 4.6.
- 4.8 The employee who receives the complaint must submit the form (with Sections 1 and 2 completed) to the inspector and, if necessary, explain the situation.
- 4.9 The inspector, with other persons concerned if necessary, must determine:
- The action or actions to take to handle the complaint; and
 - The time required to process it. In the event of a written complaint, they must send the complainant a written notice within a maximum of X business days to inform them about how their complaint is being handled.



This information must be noted in Section 3 “Action Taken to Handle Complaint” of the *File a Complaint* form. The inspector must sign and date this section of the form.

- 4.10 The complaint is processed.
- 4.11 The inspector must assess if the complaint requires the *Complaint* procedure to apply. In Section 4 of the *File a Complaint* form, they will indicate the solution sought by the complainant. They must apply the complaint procedure if the complaint is:
 - Founded (a violation of the Decree);
or
 - Repetitive (if the same type of complaint is repeated).

If so, the complaint procedure will be launched by the persons responsible depending on the nature of the complaint.