



Carrefour d'aide aux nouveaux arrivants

CANA COMPLAINTS AND DISPUTE RESOLUTION POLICY.

1. Aim of the Policy

The aim of this policy is to provide a framework for the handling of complaints made to CANA.

2. Persons and groups concerned

This policy is intended for any person or company who is not satisfied with the services offered by the CANA.

3. Definitions

Complaint: An expression of dissatisfaction by an individual or business with a service received. It may also be a request to act in accordance with existing policies and guidelines or a request that policies and guidelines are not being followed. The complaint may be made verbally or in writing.

Complaint Manager: The person designated to act as the Complaints Manager on behalf of the CANA.

4. Guiding Principles

The complainant will be welcomed and treated with diligence, respect and promptness. The complaint will be processed promptly and in a confidential way. The Complaints Manager will be fair and impartial in processing complaints.

Follow-up will be done with the complainant following the formulation of the complaint. Information provided to the complainant will be clear, specific and complete. Staff are involved in this process and will participate in the resolution of issues identified in complaints.

5. Procedure for making and processing complaints

A person wishing to make a complaint may do so in writing or by phone to the CANA Complaints Manager:
Complaints Manager

General Management
10780 Laverdure Street
Montreal, H3L 2L9
Phone number: (514) 382-0735
Email: traitementdesplaintes@canamtl.com

An acknowledgement of receipt will be sent no later than ten working days after receipt (letter or email) of the complaint.

The person in charge of complaints will record the complaint as well as all the information that could define it. The complaint will be analyzed and acted upon appropriately. A response will then be given to the complainant, either in writing or by phone. If the complainant remains dissatisfied, the Complaints Manager will inform him or her of the recourse available. The complaint will finally be recorded in a register for accountability purposes.

Published 2022