

 <p>Chambre de la sécurité financière</p>	<h1>PROCEDURE</h1>	
<p>ENTERS INTO EFFECT:</p> <p style="text-align: center;">2023-11-17</p>	<p>LAST UPDATED:</p>	<p>DATE OF REPEAL:</p>
<p>COMPLAINTS HANDLING</p>		

1. Purposes

The purpose of the Complaints Handling Procedure (the “Procedure”) regarding complaints submitted to the Chambre de la sécurité financière (the “CSF”) is to better manage the process of handling complaints submitted by consumers and members of the CSF.

The procedure ensures that complaints are handled in an efficient and neutral way. This allows the CSF to provide the individuals who contact it a high quality service. A complaint must be handled by the CSF in a manner that is transparent, confidential, respectful and diligent.

2. Complaint

2.1 Definition

A complaint is the expression of one of the following three elements, which remains after having been considered and handled at the operational level that is competent to render a decision:

- A reproach against the CSF;
- The identification of damage suffered or that could be suffered by the complainant;
- A request for a corrective measure.

A complaint must be made in writing in a manner that allows it to be preserved.

A complaint is not an initial expression of dissatisfaction from a member or consumer, whether in writing or not, when this dissatisfaction is resolved in the normal course of the CSF's activities. However, it becomes a complaint if the member or consumer remains dissatisfied and their dissatisfaction must then be handled by a manager in the department concerned.

2.2 Exceptions

For informational purposes only, the following is a non-exhaustive list of complaints that are not covered by the Procedure:

- A decision rendered by a syndic or an assistant syndic of the CSF in the performance of their duties;
- The conduct of a hearing held by the CSF's disciplinary committee;
- A decision rendered on the recognition of a training activity as per the *Regulation of the Chambre de la sécurité financière respecting compulsory professional development*;
- A decision rendered by a body of the CSF for which the law provides a mechanism for reconsideration, review, appeal or the possibility of dealing with another body.

3. The complaints handling procedure

3.1 Submitting the complaint

Employees of the CSF must notify any person who expresses dissatisfaction with the CSF that they can submit a complaint in writing. The complaint can be emailed to: info@chambresf.com.

3.2 Acknowledgement of receipt

Upon receipt of the complaint, the CSF must send an acknowledgement of receipt to the complainant that includes the processing time to be expected.

3.3 Final decision

The CSF department concerned by the complaint must render a decision within 30 business days.

4. Request for review

Complainants dissatisfied with the result of the CSF's examination process may ask the CSF to review the result. They must submit their request in writing to the CSF within 10 business days of the communication of the outcome of the process and must include the reasons justifying the request for review.

The final decision must be communicated to the complainant within 15 business days following receipt of the request for review.

5. Keeping the complaint file

The CSF must process all complaints it receives in a confidential manner. The personal information held by the CSF is protected as per the *Act respecting Access to documents held by public bodies and the Protection of personal information*.