

COMPLAINTS POLICY

The purpose of this policy is to ensure that complaints are handled appropriately, consistently and diligently. It is addressed to any person who is dissatisfied with the handling of his or her personal information.

PURPOSE OF THE POLICY

The purpose of the Complaints Handling Policy is to establish a fair and transparent procedure for handling complaints received by Humanity & Inclusion Canada. It also aims to support the quality of our services, and to give everyone the opportunity to express their dissatisfaction.

This document governs the receipt of complaints, the acknowledgement of receipt, the creation of a complaint file and the compilation of complaints received, all in the interests of customer care and continuous improvement.

RESPONSIBLE

Humanity & Inclusion Canada's General Management is responsible for applying the policy. It acts as a guarantor and ensures that staff are properly trained in this respect. The person in charge must also provide employees with all the information they need to comply with this policy.

The manager's main duties are to :

- Ensure that this policy is applied;
- Ensure that an acknowledgement of receipt is sent to the complainant;
- Investigate the plaintiff's claims;
- Reply to the complainant.



COMPLAINT

For the purposes of this policy, a complaint is an expression of at least one of the following three elements:

- Dissatisfaction with Humanity & Inclusion Canada by an individual who feels wronged;
- A loss suffered as a result of an event, situation, act or omission with respect to the provision of service by Humanity & Inclusion Canada;
- Claiming corrective action.

A complaint does not include any informal attempt to have a particular problem corrected, provided that the problem is dealt with as part of Humanity & Inclusion Canada's regular activities and that no written complaint has been filed by an individual.

RECEIPT OF COMPLAINT

Individuals wishing to file a complaint should do so in writing to the following address:

Humanité & Inclusion Canada | 50, Sainte-Catherine West - Suite 500b
H2X 3V4 Montreal
Tel: (514) 908-2813 | info@canada.hi.org

The communication must include the following

information:

- Name of complainant
- Address
- Phone number
- E-mail or fax number, if applicable
- Grounds for complaint submitted

All complaints are treated confidentially. Anonymous complaints are considered as not

received.

Any employee receiving a complaint must forward it, as soon as it is received, to the person responsible for applying the policy, i.e. General Management.

Any employee who receives a verbal complaint must inform the complainant of this policy and invite him or her to send Humanity & Inclusion Canada his or her complaint in writing.

The manager must acknowledge receipt of the complaint within 5 working days of receipt.

The acknowledgement of receipt must contain the following information:

- A description of the complaint received, specifying the complaint against Humanity & Inclusion Canada, the harm caused or the corrective action requested;
- The name and contact details of the person responsible for handling the complaint;
- In the case of an incomplete complaint, a notice containing a request for further information, to which the complainant must reply within a set period of time (5 working days), failing which the complaint is deemed to have been abandoned;
- Complaints handling policy.

CREATING A COMPLAINT FILE

To ensure fair and transparent handling, a separate file is kept for each complaint. The file includes the following information:

- The written complaint;
- The outcome of the complaint handling process (analysis and related documents);
- The final response to the complainant, in writing and with reasons.

HANDLING A COMPLAINT

Complaints are processed within a maximum of 5 working days of receipt.

Complaints must be processed within a reasonable period of time, i.e. within 30 days of



receipt of all the information required to investigate the complaint. In the exceptional event that a complaint cannot be processed within this timeframe, the complainant must be informed of the reasons for the delay and the steps taken by Humanité & Inclusion Canada to date in processing the complaint. The complainant must also be informed of the timeframe within which the decision will be communicated to him or her.

Once the complaint has been examined and the analysis completed, the manager must send the complainant a final, written, reasoned response.

ENTRY INTO FORCE

This policy takes effect on September 22, 2023.

IF YOU HAVE ANY QUESTIONS OR COMMENTS ABOUT THE COMPLAINTS HANDLING PROCESS, PLEASE CONTACT THE MANAGER DIRECTLY:

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