

COMPLAINT REGARDING A SERVICE PROVIDED BY THE CCQ

The Commission de la construction du Québec (CCQ) is committed to offering its clientele the best service possible. However, if you are dissatisfied with our services or feel that your file was not processed adequately, you may send us a complaint.

Please be assured that we pay very close attention to complaints received, as they constitute an important way for us to improve the quality of our services and better respond to the needs of our clientele.

We are committed to responding to your complaint completely, clearly, and appropriately within two weeks following its receipt.

The fields marked with an asterisk (*) must be filled in.

1. IDENTIFICATION	
CCQ client number or employer number, if applicable	
Last name*	First name*
Telephone*	Telephone (other)
Identification*	
Worker Employer association General publi	ic
Employer Union association Other (specif	ý):
2. INFORMATION CONCERNING YOUR COMPLAINT	
Reason for your complaint* Quality of service received	
Processing of my file	
Other (specify):	
Description of your complaint:*	

How would you like the CCQ to follow up on your complaint?
Personal information transmitted to the CCQ through the present form is confidential, in compliance with the provisions of the Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information (CQLR chapter A-2.1). Only duly authorized individuals within the CCQ will have access to this information in the context of performing their job and solely for the purpose of processing your complaint.

Send by mail to the Complaints Office

Commission de la construction du Québec Complaints Office 8485, avenue Christophe-Colomb Montréal (Québec) H2M 0A7