

## COMPLAINT PROCEDURE

Complaints submitted to the BNQ, regardless of whether they concern the services of the BNQ or of a CLIENT whose product, process, service or management system is certified by the BNQ, must be addressed in writing by the complainant and sent to:

c/o **Quality Manager.**

by mail: 333, rue Franquet, Québec, Québec G1P 4C7

or

by fax: 418-652-2292

or

by email: [bnqinfo@bnq.qc.ca](mailto:bnqinfo@bnq.qc.ca)

The complaints process is detailed in the general rules of procedure for each program.