Bureau de normalisation du Québec

BNQ is a member of the National Standards System (NSS).

COMPLAINT PROCEDURE

Complaints submitted to the BNQ concerning the services of the BNQ or of a CLIENT, in

relation to a laboratory accreditation request, must be addressed in writing by the

complainant ad be 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

The complaints process is detailed in the general rules of procedure appropriate to each

program. The process in force will be transmitted by the quality manager to the

applicant.

333, rue Franquet Québec, Québec G1P 4C7 Tel.: 418-652-2238 or 1-800-386-5114 Fax: 418-652-2292

www.bnq.qc.ca