

COMPLAINT AND APPEAL PROCEDURE

Complaints and appeal 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

The complaints and appeals 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.