

Complaint or Dissatisfaction Form

La Relève du Haut-Saint-François aims to provide respectful, high-quality services. If you have experienced dissatisfaction or wish to file a complaint, we invite you to complete this form. Your request will be handled confidentially and will be taken in charge by the organization's management.

If the complaint concerns the management, we ask that you complete the paper version of the form and send it by email to the following address: maudelemieux@hotmail.com

1. Information about the person filing the complaint

Last name (optional): _____

First name (optional): _____

Phone: _____

Email: _____

Do you prefer to remain anonymous?

Yes

No

If yes, please note that we will not be able to contact you for follow-up.

2. Are you:

A participating parent

A relative / support person

A partner

A volunteer

Other: _____

3. Service concerned

Your dissatisfaction concerns:

Drop-in childcare (Halte-garderie)

Parent-child activity

Workshop / training

Individual support

Reception / information

Event

Communication / social media

Other: _____

Date of the event (if applicable): _____

4. Description of the situation

Please describe the situation experienced:

5. Person(s) involved (if applicable)

- Employee
- Volunteer
- Member
- Management
- I don't know
- Other: _____

Name (if known): _____

6. Have you already discussed the situation with a member of the team?

- Yes
- No

If yes, with whom? _____

Outcome of the discussion (if applicable):

7. What is the impact of this situation for you?

- General dissatisfaction
 - Discomfort
 - Misunderstanding
 - Feeling of not being respected
 - Service not received
 - Other: _____
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8. What follow-up or solution would you like?

- To be contacted to discuss
- Receive an apology
- Clarification of the situation
- Service improvement
- Submit the complaint for information purposes only
- Other: _____

Details:

9. Communication authorization

Do you agree that we contact you for follow-up?

- Yes
 No

Best way to reach you:

- Phone
 Email
 Other: _____
-

10. Signature (optional)

Signature: _____

Date: _____

Complaint Processing and Follow-up

La Relève du Haut-Saint-François is committed to handling all complaints or expressions of dissatisfaction with care, respect, and confidentiality. If you requested follow-up, a member of our team will contact you within a maximum of seven (7) business days following receipt of your form.

We thank you for your initiative, which contributes to the continuous improvement of our services.