

## **Improving the quality of our services: our concern!**

### **Complaint handling process**

#### **Reminder of members' rights and obligations**

##### **Rights**

- To be informed about the services
- To be informed of any changes as soon as possible
- To be treated with courtesy, fairness and understanding, while respecting your integrity
- To accept or refuse products offered
- To participate in discussions and decisions
- To receive adequate services
- To be able to file a complaint without risk of reprisal, and
- To be informed of the complaint management procedure

##### **Obligations**

- To become a member of CSUR and to pay one's qualification shares
- To respect the workers
- To respect and adhere to the values of the cooperative
- To act in a spirit of cooperation to improve the service
- To pay your bills
- To respect the opening hours of the office and the drop-off points
- To communicate your satisfaction or dissatisfaction

#### **How and why to complain?**

##### **Are you dissatisfied with the services you have received or feel your rights have not been respected?**

We are here to deal with your complaint, improve the quality of our services and ensure that your rights are respected.

All members can file a verbal or written complaint, either by phone, mail or email to the Continuous Improvement Department.

Making a complaint is a constructive gesture when it comes to ensuring that the rights of members are respected. In this way, you can contribute to the improvement of the quality of services.

However, consider that it is sometimes easier to talk to the people involved first.

#### **Continuous Improvement Department**

plaintes@csur.ca 450-451-2787 ext. 110

By mail: 633, rue Principale, Sainte-Marthe, Québec J0P 1W0

However, if your complaint concerns the Continuous Improvement Department or one of its representatives, or if you remain dissatisfied once the analysis of your complaint has been completed, you may contact the general management, either verbally or in writing.

### **General Management**

directiongenerale@csur.ca

450-451-2787 ext. 3

By mail: 633, rue Principale, Sainte-Marthe, Québec J0P 1W0

Finally, if your complaint is about the general manager, contact the President directly at [presidence@csur.ca](mailto:presidence@csur.ca)

### **Responsibilities of persons authorized to handle complaints**

- 1) Isolated problem: facilitate an agreement between the complainant and the person concerned
- 2) Recurring problem: investigate further to gather the facts and report to the person concerned to correct the situation (and to the general management if necessary)
- 3) Flagrant infraction involving a risk to CSUR or its members: inform the general management and act quickly.
- 4) Complaints involving staff: gather relevant information and communicate it to the general management.
- 5) Complaints involving the general management: gather relevant information and forward the file to the board of directors through the president.

### **Complaint Management Process**

The departmental worker designated above will receive your complaint or may assist you in formulating your complaint.

He or she will review your complaint to identify the problem and attempt to resolve it. At this time, the worker will verify and validate the facts and information

- a) with the complainant and,
- b) with the persons involved.

He/she will intervene in the manner he/she deems most appropriate and without delay.

In all cases of complaint, the persons concerned will first receive an informational e-mail from the person who handled the complaint or a verbal notice from the general management.

If the situation is not resolved, a written notice is sent by the general management.

In the extreme case where the situation persists and puts the operations of CSUR at risk, the general management can proceed to a dismissal and the board of directors to the exclusion of the offending member.