



***Policy for filing, reviewing
and processing feedback,
requests and praise***

Adopted by the Board of Directors
September 15, 2016



1. Objectives of the policy

This policy lays out the steps required to implement the procedure for filing, reviewing and processing feedback, requests and praise regarding TransporAction in order to ensure the quality of the services offered by the organization and to respect the rights of its employees, its members and partners. This policy applies to services and/or programs for which TransporAction offers such services, whether acting alone or in partnership with other organizations, enterprises, and institutions.

2. General Provisions

The Board of Directors must ensure respect for a complainant's rights and must ensure diligence in processing a complaint. To this end, the person responsible for this policy is the Director General.

The Director General may call on the Chair of the Board of Directors and/or any member of the Executive Committee and/or of the Board of Directors or of a committee established to manage this policy.

In the case of a grievance regarding the Director General, the Chair of the Board of Directors will be responsible for handling the grievance.

The person responsible shall see to the application of the procedure for filing, reviewing and processing comments, requests, and praise regarding TransporAction as set forth in this policy. He or she shall decide on the merits of the complaint, the corrections he/she deems appropriate and, as applicable, shall consult the Chair of the Board of Directors and/or any member of the Executive Committee and/or the Board of Directors or of a committee set up for such purpose. The members consulted undertake not to reveal the identity of the complainant and to deal with the complaint in total confidentiality. However, in the process of documenting certain complaints, it may be necessary to identify the complainant to the individuals, organizations, or enterprises concerned. In such case, a representative of TransporAction must inform and obtain written or verbal authorization from the complainant before processing the file.

All persons, either responsible for or consulted, involved in reviewing and processing of TransporAction's comments, requests and praise must disclose any actual or apparent conflict of interest, particularly if such person or his/her relative has a personal or business connection with the individuals concerned by the object of the complaint. In the event of conflict, the member must withdraw and the Director General and/or the President will name a substitute to handle the complaint.

The file of a complainant's grievance is confidential and only those authorized by law may access it. The individual responsible for applying the policy must inform the persons involved in the examination of a grievance that the complainant's course of action is confidential.

3. Filing and Formulating a Complaint

A complaint may be made orally or in writing and must be forwarded immediately to the person responsible for the application of this policy.



The complainant is invited to use the complaint form available in section 13. The complainant must send his or her complaint in writing, either by email, by mail or in person.

Email: sbertrand@transporaction.com
TransporAction Pontiac
1226 A, Highway 148
Campbell's Bay, Quebec, J0X 1K0

A complainant may seek assistance in writing the complaint for him or her during a telephone call if the complainant is unable to make his or her own complaint.

The verbal complaint must be such that the official may obtain from the complainant all necessary information to process the grievance. To do so, it must be recorded in writing and must contain the information requested in the complaint form and signed by the complainant.

The form may be signed by a person authorized by law to represent the complainant or otherwise by a relative or in the absence of the latter by a significant person authorized by the complainant to assist him/her in drafting the written complaint. This person will have to record his/her contact information in the "Identification of the respondent of the complainant" section of the appropriate form.

The complainant must be given a written notice within 72 hours informing him/her of the receipt of his/her grievance and the process it will undergo.

4. Admissibility

The official charged with reviewing a grievance shall assess the admissibility of the complaint by ensuring that it is properly formulated by a person linked to TransporAction and that it relates to the actions, positions and services offered by TransporAction or its partners and that the complainant has completed and signed the complaint form. In addition, the corresponding events must have occurred within the 90 days prior to the filing of the grievance.

If the complaint is deemed inadmissible, the official shall inform the complainant in writing.

5. Investigation

The person responsible for the examination of complaints shall take the necessary steps to ensure that the information concerning the formulation of a complaint and its examination are brought to the attention of the persons concerned, if said official is of the opinion that it will not result in prejudice to the complainant.

The person responsible for examining the complaint shall invite the persons concerned, to present their observations.

The reviewer shall provide the complainant with the written information received and shall give him/her an opportunity to submit his/her own observations.



6. Merits of the Complaint

After reviewing the complaint, the reviewing officer determines whether or not the complaint is substantiated. A complaint is valid if it provides a reasonable basis for finding, based on all the information gathered that the complainant's rights have been breached with respect to TransporAction's actions, position, policies, regulations and services.

7. Rejection of a complaint or interruption of the examination of a complaint

At any stage of the complaint review process, the official in charge may, on summary review, dismiss a complaint found to be frivolous, vexatious or made in bad faith. Said official shall so inform the complainant, the person or the body that is the subject of the complaint in writing.

The complaints officer may refuse or cease to consider a complaint if he or she has reasonable grounds to believe that his or her involvement is clearly unnecessary, or if the delay between the events that gave rise to the issue that triggered the dissatisfaction of the complainant and the filing of the complaint makes its examination impossible.

8. Recurrence

In the case of repeated complaints leading to the official's conclusion that the person concerned is at fault, the offender is liable to more severe penalties. Higher penalties may include, for example, termination of employment of an employee, termination of service of a volunteer driver, termination of a contract with a subcontractor, or denial of access to TransporAction services for a user. Cases of repeat offences may be referred to the Board of Directors of TransporAction at the request of the person in charge.

9. Mediation

Upon receipt of the complaint, the supervisor may invite the complainant to meet with him or her in the presence of the person or body that is the subject of the complaint so that the two parties can agree between themselves to resolve the dispute.

The official obtains written consent from both parties before commencing the mediation process.

If the meeting between the parties involved in the dispute proves impossible or does not give rise to a settlement within a reasonable time, both parties may appoint a mediator and undertake to comply with the decision rendered by such mediator.

10. Communicating the Decision

Within thirty (30) days of receipt of the complaint, the official shall inform the complainant of the decision.

11. Corrective Measures

If the official considers the complaint to be well founded, he/she shall invite the person or body that is the subject of the grievance to take the corrective action proposed. Such corrective measures must be made within fifteen (15) days of the decision of the person responsible for the examination of the complaints. In the event that the person or



body that is the subject of the complaint does not bring the proposed remedy, the official shall notify the complainant in writing as soon as possible.

The penalties or improvements to be applied, as recommended by the official, must be proportional to the severity of the facts and circumstances surrounding the event. In the case of serious misconduct, severe penalties may be imposed. The complaints officer must consider the state of the complainant or individual concerned.

12. Accountability

All complaints are kept on TransporAction's records, regardless of the conclusion delivered by the committee handling complaints.

The person in charge of complaints must prepare an activity report and submit it to the Board of Directors.



13. Complaint Deposition Form

Complaint Deposition Form
to TransporAction Pontiac

Identification of the Complainant

Surname: _____ Given Name: _____

Address: _____

Municipality: _____ Postcode: _____

Telephone: Residence _____ Work: _____

Email: _____

Identification of the complainant's respondent (if applicable)

Surname: _____ Given Name: _____

Address: _____

Municipality: _____ Postcode: _____

Telephone: Residence _____ Work: _____

Email: _____

Important factors pertinent to the complaint

Date of the event: _____

Location: _____

Program or service subject of the complaint:

Purpose of the complaint:



Brief description of the facts:

Expected results:

Complainant signature

Date





14. Coming Into Force

This present policy was a adopted by the TransporAction Board of Directors on September 15, 2016, and comes into force 2016.