

Complaints handling policy

The purpose of the Complaints Handling Policy is to ensure consistent, fair, and equitable treatment of complaints relating to the protection of personal information. If you consider that your personal information has been handled inappropriately, or if you believe that the Act respecting the protection of personal information in the private sector has not been respected in your personal information, please refer to this policy.

Purpose of the Policy

The purpose of this policy is to describe the process for filing a complaint regarding the protection of personal information by Les Dominicaines Missionnaires Adoratrices. It refers to personal information held by the various sectors of the Congregation.

This document sets out the process for filing, handling, and concluding a complaint. It allows any person to express dissatisfaction with the collection, processing, use and final disposal of personal information concerning him or her.

Person responsible for the policy

The person responsible for applying the Complaints Handling Policy is the Privacy Officer. Her role is to receive the complaint, investigate the allegation and provide a transparent response to the complainant. She is also responsible for applying this policy. She ensures that members of the Congregation, lay employees and all associates who have access to personal information in the course of their duties are trained in and familiarize themselves with the contents of this policy.

Filing a complaint

If you wish to file a complaint, please contact the person responsible for the protection of personal information at the following address:

131 rue des Dominicaines
Quebec City, Quebec
G1E 6S8
(418) 661-9221
rprp@op-dma.com

Complaint file

A complaint file opened in your name includes the following information:

- First and last name;
- e-mail address
- Mailing address
- Telephone number;
- Description of complaint.

The personal information collected is used to determine the admissibility of the complaint, to take steps with the department concerned and to contact you to obtain more information on the complaint or to communicate the results of the analysis.

All complaints are treated confidentially. Anonymous complaints cannot be processed.

Anyone who receives a complaint must forward it immediately to the Privacy Officer.

Any person who makes a verbal complaint must be informed of this policy and comply with it in handling his or her complaint.

An acknowledgement of receipt will be sent by the Privacy Officer to the complainant within a reasonable time. This communication will include the contact details of the person in charge, a request for specification related to the complaint, if necessary, and the text of the complaint handling policy.

Any request for specification of a complaint must be answered within seven working days. Otherwise, the complaint will be deemed to have been abandoned.

Complaint handling

In order to maintain fair and transparent complaint handling, files are set up in the same way:

- The written complaint;
- The result of the complaint processing (its analysis and related documents);
- The final response sent to the complainant, including any necessary justifications.

Complaints are processed within a reasonable period of 30 days following receipt of all the documents required to analyze the complaint. If this deadline cannot be met, the complainant will be informed of the additional time required and the reasons for the delay.

Once the complaint has been examined and the analysis completed, the Privacy Officer will send a final written response to the complainant.

Effective date

This policy takes effect on April 9, 2024.

Should you have any questions or comments regarding the Complaints Handling Policy, please contact the Privacy Officer directly at rprp@op-dma.com.