

TREATMENT OF COMPLAINTS AND DECISION APPEALS – VERIFICATION

Complaints and decision appeals submitted to the BNQ, whether they concern BNQ services or a client who has received a BNQ verification notice, must be submitted in writing by the complainant and sent to the **Quality Manager** by email at **direction_qualite@invest-quebec.com**.

The process of treatment of complaint and decision appeal is detailed in the general rules of procedure appropriate to each program, which will be forwarded by the Quality Manager to the applicant.