

ACHQ
ASSOCIATION OF LODGING CONSULTANTS OF QUEBEC
ASSOCIATION DES CONSEILLERS EN HÉBERGEMENT DU QUÉBEC

COMPLAINT FORM

* PLEASE NOTE THAT THE PERSONAL INFORMATION YOU PROVIDE WILL BE KEPT CONFIDENTIAL.

YOU ARE PRESENTING THIS COMPLAINT FOR YOURSELF _____ (yes or no) FOR ANOTHER PERSON WHOM YOU REPRESENT (mandate in case of incapacity or private curatorship) _____ (yes or no)
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First and last name of the plaintiff: _____ First and last name of the representative (if applicable): _____ Your complete address: _____ Your telephone number: _____ Your email address: _____

Your complaint must be related to an event which occurred within the last six months. You will receive an acknowledgement of receipt within 30 days of the Complaints Committee receiving this form. Your complaint will be processed within 90 days of the date of receipt and you will receive an electronic notice from the Complaints Committee informing you of its decision.

The Executive Committee of the ACHQ will be informed of the Complaints Committee's recommendation and will have the power to confirm or reject the recommendation.

CRITERIA OF ADMISSIBILITY OF A COMPLAINT

In order for a complaint to be reviewed by the ACHQ Complaints Committee, the following conditions must be met:

- The complaint must be in writing and signed by the plaintiff or his/her representative;
- The complaint must be sufficiently detailed; it must evoke specific facts, dates as well as the names of the people involved. The complaint must be of a serious nature and likely to cause harm to the plaintiff.

CRITERIA FOR INADMISSIBILITY OF A COMPLAINT

- The complaint is frivolous; lacks specific facts, lacks details;
- The complaint relates to a private dispute; personality conflict, settlement of a personal matter, bad faith or hearsay.

Note that the plaintiff may be contacted by telephone or email or receive an invitation to appear before the committee to be heard if the committee deems it necessary.

PENALTIES THAT MAY BE IMPOSED BY THE COMMITTEE FOLLOWING THE TREATMENT OF THE COMPLAINT

1. Demand a verbal as well as written apology from the person at fault ;
2. Temporary suspension of the member from the ACHQ. The suspension can span from 6 months to a year after consulting the Executive Committee. The member must maintain his/her contribution during his/her suspension;
3. Cancellation of the ACHQ membership. Possibility of reinstatement of the membership after 5 years of expulsion but only with the approval of the executive committee.

The members of the Complaints Committee are:

Mrs. Sylvie Baril (QUÉBEC)
Mrs. Marie-Josée Carrier (QUÉBEC)
Mrs. Fabienne Coullerez (MONTRÉAL)
Mr. René Levesque (MONTRÉAL)

