

COMPLAINT PROCEDURE

Complaints submitted to the BNQ concerning the services of the BNQ or of a CLIENT, in relation to a laboratory accreditation request, must be addressed in writing by the complainant and be sent to:

c/o Quality Manager.

by mail: 333, rue Franquet, Québec, Québec G1P 4C7

or

by fax: 418-652-2292

or

by email: bnqinfo@bnq.qc.ca

The complaints process is detailed in the general rules of procedure appropriate to each program. The process in force will be transmitted by the quality manager to the applicant.