

COMPLAINT HANDLING AND DISPUTE RESOLUTION POLICY

RESPONSIBLE	OBJECT
Isabelle N. Tremblay (hereinafter in the text "We, Us, Our").	The purpose of this policy is to outline our complaint-handling and dispute resolution process. It sets out how We ensure that complaints submitted to us about complaints about services we offer.

1. Definition of a Complaint

A complaint, as defined by this policy, refers to a written expression by a consumer that includes one or more of the following elements:

- A reproach to a trainer, or to the service provider or provider, with respect to training or formative assessment.
- Reporting potential or actual harm that a consumer has suffered or may suffer.
- A request for corrective action.

A complaint is not any informal attempt to have a particular problem corrected, if the problem is resolved in the normal course of my business without the consumer having filed a complaint.

2. Complaints and Dispute Resolution Officer

Isabelle N. Tremblay

(Hereinafter referred to as "we", "us", or "our"). is the person responsible for handling complaints.

She ensures that every complaint we receive is handled in accordance with this policy and serves as our point of contact with the Autorité des marchés financiers (AMF).

3. Submitting a Complaint

Your complaint must be sent to us in writing at the following address:

Isabelle N. Tremblay

(Hereinafter referred to as "we", "us", or "our").

Email: info@laplateformedexcellence.ca Tel.:

1-844-533-7648 x 3

4. Acknowledgement of Receipt

Upon receipt, the person in charge will take charge of your complaint, record it in the complaint register and acknowledge receipt within 48 hours.

The acknowledgement of receipt that will be sent to you, along with a copy of our Complaints and Dispute Resolution Policy, will include the following:

- The name and contact details of the complaints officer.
- A description of our complaint handling process, including response times.

In certain situations where additional information is required, we will also send you a request for additional information to which we will ask you to respond within 10 business days, failing which your complaint will be deemed abandoned.

5. Processing the Complaint

If your complaint is about a technical problem or a connection problem, we will offer to redo the training and evaluation.

In other cases, the complaint will be the subject of an in-depth analysis during which the person in charge will gather the facts specific to your case.

At the end of this analysis, you will receive a written and reasoned response by email within a reasonable period, i.e. within 15 days of receiving all the information necessary to process your complaint.

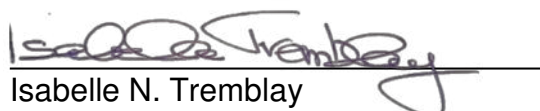
6. Contents of the Complaint File

Your complaint will be the subject of a separate file that will include the following:

- Your written complaint and any documents you have provided to us;
- The outcome of the complaint process (analysis and related documents);
- A copy of the written and reasoned decision that we will have sent you.

7. Effective Date and Amendments

This policy came into effect on April 1, 2025. It may be amended from time to time.


Isabelle N. Tremblay
Lead