

## COMPLAINT HANDLING AND DISPUTE RESOLUTION POLICY

RESPONSIBLE	OBJECT
<b>Isabelle N. Tremblay</b>  (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](mailto:info@laplateformedexcellence.ca) Tel.:  
1-844-533-7648 x 3