

# Help Us Serve You Better!

**The Complaints  
Office:**

Its services are  
**easy to access**  
and **free!**



# Why and When? to lodge a complaint



**If you are dissatisfied with Société de l'assurance automobile du Québec services.**

**If you have reason to believe there has been an error, injustice, abuse or failure on the part of the corporation**

**and your claim:**

- is not already the subject of a review by the SAAQ;
- is not the subject of a challenge before the Administrative Tribunal of Québec;
- is not being appealed under the Automobile Insurance Act;
- is not made under the Act respecting access to documents held by public bodies and the protection of personal information;
- is not made in connection with the Code of ethics of Québec police officers.

# How to ? lodge a complaint



Any SAAQ employee can accept a complaint for processing, help formulate a complaint and gather the information needed, and perhaps find a solution with you.

Still not satisfied? Contact the complaints office by telephone, by fax, by mail or over the Internet.

## **Commitments and timelines**

Complaints office staff are committed to meeting the quality standards set forth in the *SAAQ Service Statement*

- **Verbal complaint:**  
a call-back within 2 business days.
- **Written complaint:**  
your correspondence will get a response in writing within 15 days.
- **E-mail complaint:**  
a response will be forthcoming within 2 business days.

**The complaints office responds quickly and confidentially to anyone who feels victim of an error or injustice, or who is dissatisfied with SAAQ services.**

**Complaints officers work in the public's interest, proposing changes to administrative practices, and even to statutes and regulations governing the SAAQ.**

To  
**reach**  
us



**Bureau des plaintes**

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**Société de l'assurance  
automobile**

**Québec**

