



4 steps to filing a complaint

1 - PREPARE

Gather all the documents you need to make your complaint.

Write down the arguments that, in your view, justify your complaint and entitlement to money.

Think about your expectations and what you would like the outcome to be and would consider fair. Take notes if necessary.

Be aware that you won't be able to obtain financial compensation for damages, for example, for missed workdays or any distress the situation may have caused you.

2 - CONTACT THE FIRM OR REPRESENTATIVE INVOLVED

Ask whatever questions you need to ask to understand the situation. Request any documents you require, such as a copy of a contract.

Make your case.

If you're not satisfied with the answer you receive, express your dissatisfaction.

Warn the firm that you will be filing a formal complaint using the AMF complaint form. Ask for its exact contact details so that you can forward the form to the firm.

Note down the dates of all communications.

3 - MAKE A FORMAL COMPLAINT TO THE FIRM INVOLVED

Use our [complaint form](#) and complete it to the best of your knowledge. Attach documents as required (medical report, work estimate, etc.).

Send the form to the firm concerned using the contact details provided.

The firm or representative receiving your complaint must:

- Send you an acknowledgment of receipt.
- Treat your complaint fairly.
- Send you its final response and any settlement offer it makes. The firm or representative must also offer you the option of transferring your file to the AMF.

Ask the firm how long you can expect to wait for a response. If you don't receive a response within that time period, **ask the firm** to provide follow-up on your complaint.

Find a firm's contact information

Need to find the contact details of a firm or individual registered with the AMF? Check our [Register of firms and individuals authorized to practise](#).

Next, go to the firm's website, where you should find a section on filing complaints. Often, the link is at the very bottom of the web page. If the site is searchable, searching it using the following words will help you find the section:

- Contact us
- Complaints / Complaint process / Resolving a complaint
- Client satisfaction / customer satisfaction / dissatisfaction and complaints

4 - ASK TO HAVE YOUR COMPLAINT TRANSFERRED TO THE AMF

Not satisfied with the response you received?

Request to have the firm transfer your complaint file to the AMF. To do this, complete the [transfer form](#) and send it to the firm.

Once we receive a copy of your complaint file, we will determine whether our conciliation or mediation services could be used for your complaint.

QUESTIONS?



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