

Service Statement



Our mission

The Parity Committee for the building services, Montreal region is an organisation under the responsibility of the Government of Quebec to supervise the observation of the Decree respecting building service employees in the Montreal region.

The mission of the Parity Committee is to supervise and ensure observation of the decree. This goal meets with the concern of the union which ensures protection of the rights of the workers and also meets the concern of the employers which ensure that the wages and the working conditions of the employees are not a factor of competition between the employers, which supports a healthy and equitable competition for all.

In broader terms, the Parity Committee defines its mission in the following way:

"To ensure observance of the decree with a collective desire of integrity, commitment and professionalism by promoting and by defending the interests and the rights of cleaning employees and by becoming the main source of reference for the industry."

Our values

Our commitment is to serve you with:

Respect

Integrity

Commitment

Professionalism

Impartiality

Justice

Loyalty

Confidentiality

Our services

- 01.** Provide information to employers and employees of the industry as well as for building owners and managers
- 02.** Receive complaints from employers of the industry and from employees who want to report violations of the Decree
- 03.** Carry out investigations and inspections at worksites and at the head office of the employer
- 04.** Claim from employers what is due to employees
- 05.** Defend in Court the employee whose rights are not respected
- 06.** Inform the employer and the employee of their rights, duties and obligations
- 07.** Insure equity between employers by taking legal actions against those who violate the Decree

Our commitment about our services

Accessibility of our services

- Any request (complaint, information, reference, etc.) may be addressed by phone (toll free number for long distance calls), by email, by fax or in person
- Our office is open from 9:00 AM to 12:00 and from 12:30 PM to 4:30 PM (Monday to Thursday) and from 9:00 AM to 12:00 and from 12:30 PM to 4:00 PM on Friday
- We offer a bilingual service (English/French) and Spanish, if necessary
- Our office is adapted for people of reduced mobility



Communication by phone

We make a commitment to respond to your phone call directly, or, on the following business day, if you leave us a message on a voice mail



Written communication

We make a commitment to communicate with the sender of a written request (sent to us by mail, email or fax) inside a period of 5 business days following the reception of the letter



In person at our office

We make a commitment to meet you in person and to respond to your request when you come to our office. If an appointment was not scheduled beforehand, we will do our best to meet with you, based on the availability of our personnel



Our website

We make a commitment to display up to date information on our website and to provide as much downloadable tools as possible

Process of your request

We make a commitment to ensure that our personnel will process your request with respect, politeness, courtesy and professionalism within the best possible period of time.

If you are an employer or an employee in building service maintenance and you have stated a complaint, either about unfair competition, in the case of an employer, or about your rights at work, if you are an employee, we make a commitment to:

- Process your request in an impartial way
- Answer your questions clearly
- Take into consideration your account of the facts
- Keep employees informed about the process of their complaint
- Process your request within a reasonable timeframe (according to the complexity of the file)
- During the investigation, ensure the confidentiality of the information transmitted to us electronically, by mail, by telephone, as well as in person



Your role and responsibility

We count on your collaboration to be able to fulfill our commitments.

To do so, we need to have the cooperation, respect and courtesy of the people who come to us. We also expect them to provide us the requested information and documents as soon as possible.

We reserve the right to end any disrespectful, threatening or discourteous conversation.

You have comments: we invite you to contact us at 1 800 461-6640.

If you are not satisfied by our services

If you are not satisfied by our services and you have reasonable grounds for believing that a member of our personal did not respect your rights during the treatment of your file, we invite you to consult the following page of our website to learn how you can file a complaint:

Complaint regarding the services provided by the Parity Committee:
cpeep.qc.ca/en/service-statement/



Acknowledgement of receipt

An acknowledgement of receipt will be sent to you within the five (5) working days following the reception of your complaint.

Evaluation of the complaint

Before addressing the matter with the people or person listed in the complaint, the General-Director and the superior of the employee or employees involved will analyse the documents that you provided in order to determine if the complaint is admissible or not.

If your complaint is not admissible, a letter will explain the reasons justifying the refusal to go further.

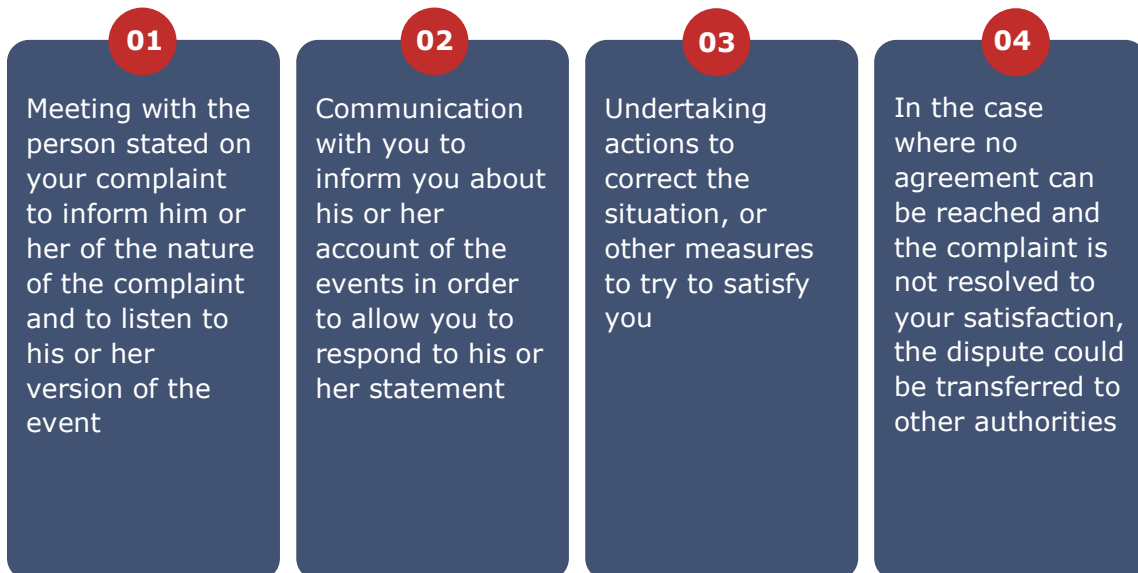
If your complaint is admissible, this letter will confirm the acceptance of your request and will inform you of the upcoming steps for the process of your complaint.

Examples of non-admissible complaints



Treatment of an admissible complaint

Generally, your written complaint will be processed by the General-Director or by the superior of the person stated on the complaint and will follow the steps below, according to the situation:



All complaints will be processed impartially and with due diligence.

