
Personal Information Protection Privacy Plan Complaint Procedure

1.0 Purpose

- 1.1 The purpose of this complaint procedure is to provide individuals direction with which to file a complaint. This will allow normal complaints to be reviewed and addressed immediately by Fritzall, or should a person wish to go further, to facilitate a specific complaint under the law, to direct them to the Office of the Privacy Commissioner of Canada.

2.0 Definitions

PIPEDA

Personal Information Protection and Electronic Documents Act

3.0 References

- 3.1 Privacy Commissioner of Canada website: www.priv.gc.ca

4.0 Responsibility

- 4.1 An individual may complain to the Commissioner about any matter specified in Sections 5 to 10 of the ACT, or in the recommendations or obligations set out in Schedule 1. The Commissioner has one year from the date of the complaint to prepare a report.
- 4.2 The Office Manager (OM) shall be responsible to ensure that any complaints are reviewed and addressed promptly. That a person with the necessary skills will look after the complaint and that proper implementation and verifications of compliance with this procedure is performed and adhered to.

5.0 Complaint Procedures

5.1 External Complaint Procedure

- 5.1.1 Call Fritzall directly at 1-519-366-2253 and ask to speak with the (OM) Office Manager. Send an e-mail to: info@fritzall.com attn: Office Manager and discuss it there. Or regular snail mail to: Fritzall 173 Concession 6, RR # 1 Chepstow, ON., N0G 1K0.
Tell the OM that you have a complaint and provide brief details about the complaint. A resolution may be immediately forthcoming with your call to the OM or you may be referred to another person who will be happy to assist you further.

5.2. Internal complaint procedure

- Fritzall will investigate each complaint as soon as possible and will ensure it is handled appropriately.
- Fritzall will record the date of the complaint and the nature of the complaint.
- Fritzall will acknowledge receipt of the complaint, either via phone or e-mail.
- Fritzall will contact the complainant if clarifications are required.
- Fritzall will assign the matter to a person with the skills necessary to review it fairly and impartially and will provide all records to that individual for review.
- Fritzall will notify the complainant of the outcome of the investigation and will explain any steps taken to fix the problem.
- Fritzall will put the completed complaint record in the persons file for future reference. It may be used to train employees.
- Fritzall will train personnel to ensure that if it was a Fritzall problem, it will be noted in the customer complaint log and training will be provided to ensure another incident will not occur.

6.0 Records

- 6.1 All customer files shall be protected and safeguarded. Records shall be retained for the duration of the project, or may be used for future training lessons. Personal information must safeguarded and be destroyed properly if no longer required.