

Self-Care

Complaint Procedure

- Purpose.** The present complaints procedure (the “**Procedure**”) establishes a process for filing and processing complaints, incident reports or reproaches (a “**Complaint**”) from users of the Self-Care platform (the “**Platform**”) by the Fondation Isabelle and Luc Poirier (the “**Foundation**”). This Procedure is subject to the Platform's Terms of Use available [here](#).
- Reminder.** Participants are reminded that the Foundation provides a platform for creating discussion forums but is not the organizer or facilitator. The Foundation is not a party to these discussions, does not have the capacity to monitor discussions, and does not serve as an arbitrator or mediator. Its resources are limited. Participants are autonomous and responsible for their own participation.
- Written Complaint.** A Complaint must be made in writing by the complainant and in accordance with the procedure set out below.
- Filing.** A Complaint must first be sent to the facilitator or, if not available, to the person who created the meeting (the “**Facilitator**”).
- Confidentiality.** Insofar as possible, the confidentiality of the complainant shall be maintained throughout the process, unless the complainant takes actions that contribute to revealing their identity.
- Description.** The Complainant shall ensure that the Complaint clearly describes the problem, includes the name of the meeting, the name of the Facilitator and the date and approximate time of the event giving rise to the Complaint, if applicable. The Complainant should include a summary of events.
- Handling of the complaint by the Facilitator.** The Facilitator shall take reasonable steps to verify the merits of the Complaint, hear the parties involved, if any, and suggest measures to the Complainant to resolve the Complaint. If the Facilitator is unable to resolve the Complaint after these steps, the Facilitator shall inform the Foundation in writing at the following address: complaint@self-care.living. The complainant may also contact the Foundation at this address if the steps taken by the Facilitator are unsuccessful.
- Handling of the complaint by the Foundation.** When called upon in accordance with the preceding article, the Foundation conducts a summary investigation. Depending on the results of the investigation, the Foundation will take appropriate action at its reasonable discretion. Possible resolutions may include suspension of user accounts.
- Deadline.** The Foundation, working with limited resources, is not in a position to guarantee any processing time.
- Communication of decisions.** If the complainant has disclosed their identity and requests it, they will be informed of the decisions made.
- Follow-up measures.** If the Foundation deems it appropriate, at its reasonable discretion, measures are put in place to prevent future similar incidents.