

The Régie du bâtiment du Québec (RBQ) does everything it can to meet its clients' expectations.

When should I file a complaint?

If you are dissatisfied with the services provided by our staff members, you should mention this immediately. If you are not happy with the outcome, you can complete an online form and send it to the Commissaire à la qualité des services aux citoyens.

Sending the form

Please send your form to the Commissaire à la qualité des services aux citoyens of the RBQ:

By mail:

Commissaire à la qualité des services aux citoyens
Régie du bâtiment du Québec
545, boulevard Crémazie, 3^e étage
Montréal (Québec) H2M 2V2

By fax:

514 873-6750

By email¹:

declarationservices@rbq.gouv.qc.ca

To complete this form online, please go to the online services at www.rbq.gouv.qc.ca.

Processing time

The Commissaire à la qualité des services aux citoyens will contact you within 2 working days and respond to your complaint within 20 days.

1. Transmission by email

The transmission of information via e-mail is not completely secure. E-mail can be intercepted by unauthorized persons. This is why the RBQ recommend to disclose certain personal information by email, such as social insurance numbers or credit card. Similarly, the RBQ will not answer questions by email when the answer requires the transmission of confidential data.

1. Your details

*Last name:	*First name:
RBQ licence number (if any and if known):	
*Telephone number:	Extension:
Other telephone number:	Extension:

2. Description of your complaint

***Describe in a few words the facts that you wish to report.**

Print

** The fields preceded by an asterisk (*) are mandatory.*