



514-861-5998
direction@caapidm.ca
 4900, rue Jean-Talon Ouest, suite 210
 Montreal (QC) H4P 1W9

Document retention period (paper and computerized) depending on services

Complaint examination system (REP) service	WITHOUT COMPLAINT	WITH COMPLAINT
Inform and Assist	1 year	With or without remedial measures, or with recommendations: 2 years
REP Inform	X	
REP Assist – Specific request (support and advice)	X	
REP Assist – REP report	X	
REP Assist – 1 st recourse complaint General complaint: service quality and complaint commissioner		X
REP Assist – 2 nd recourse complaint General complaint with the Ombudsman		X
REP Assist – 1 st recourse complaint Medical complaint: medical examiner including the council of physicians, dentists and pharmacists		X
REP Assist – 2 nd recourse complaint Medical complaint: review committee including the council of physicians, dentists and pharmacists		X
PSR Service	WITHOUT COMPLAINT	WITH COMPLAINT
Inform and Assist: Certification and maltreatment	1 year	With or without remedial measures, or with recommendations: 2 years
PSR Inform	X	
PSR Assist – PSR Report	X	
PSR Assist – Certification complaint: pre-certification	X	
PSR Assist 1 st recourse complaint, general complaint: service quality and complaint commissioner		X
PSR Assist – 2 nd recourse complaint, general complaint: Ombudsman		X
PSR Assist – 1 st recourse complaint, medical complaint: medical examiner including the council of physicians, dentists and pharmacists		X
PSR Assist – 2 nd recourse complaint, medical complaint: review committee including the council of physicians, dentists and pharmacists		X
PSR Assist – Living environment committee	X	X

PSR lease Service	WITHOUT THE TAL (TRIBUNAL ADMINISTRATIF DU LOGEMENT)		WITH THE TAL	
	1 year	2 years	With a decision from the lessee	Awaiting a decision or the decision of the lessee
			1 year	Indefinite period
PSR Inform	X			
PSR Assist – Decision support and steps to be followed		X		
PSR Assist – Disagreement or dispute resolution Service		X		
TAL – Submission of the application				X
TAL – Conciliation		X		
TAL – Hearing – Management conference or pre-hearing conference				X
PSR Assist TAL – Discontinuance			X	
PSR Assist TAL – Hearing – Management conference or pre-hearing conference: joint application				X

Note regarding the closing date of the completed service file

As for the three tables above, the retention period of complaints with the REP and PSR is administered by our CAAP management through the SIGCAAP software. However, the team of advisors is responsible for stating the date of each completed service file. In SIGCAAP, when a user does not reply to our follow-up calls (“silence”), the task “Note regarding the closing of the service file” must be used to show that we have not heard from this user. The period calculation is then extended starting from this record date, which is also the date of the completed service file replicated in the general form of the service file. Using the task “Note regarding the closing of the service file” enables to confirm that “silent” service files exist in case someone is looking for completed service files.

For example, if a user returns the call of a member of the advisor team, the task “Note regarding the closing of the service file” must then be removed and another task “Follow-up” must be created. When everything is believed to be over and the service file is completed, the task “Note regarding the closing of the service file” will be opened again to record the closing date.

In SIGCAAP, the period calculation is systematically figured out from the last registered date in a new task “Note regarding the closing of the service file”. Please note: CAAP management and SIGCAAP programmer put an additional 90-day period following the anticipated date (time buffer) before the completed service file is deleted.