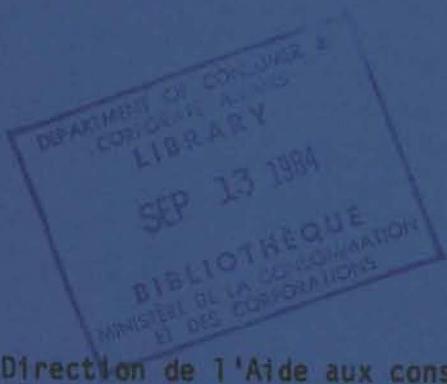


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POUR LES MILIEUX D'AFFAIRES

LE TRAITEMENT DES PLAINTES DES CONSOMMATEURS
ET
LES MÉCANISMES DE RECOURS



Direction de l'Aide aux consommateurs
Consommation et Corporations Canada

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BIBLIOGRAPHIE DU PROGRAMME DES RELATIONS AVEC LES MILIEUX D'AFFAIRES

I. Le traitement des plaintes des consommateurs et les mécanismes de recours

Cette bibliographie a été préparée par le personnel du programme des Relations avec les milieux d'affaires de la Direction de l'Aide aux consommateurs, à Consommation et Corporations Canada. Le programme des Relations avec les milieux d'affaires est axé sur la collaboration avec les milieux d'affaires pour s'assurer que les besoins des consommateurs sont satisfaits, tout en considérant les besoins et les exigences des entreprises. Les suggestions de lecture qui suivent touchent le domaine du traitement des plaintes des consommateurs et les mécanismes de recours, et elles viendront s'ajouter aux ressources déjà connues de votre organisation.

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