



Pietro Perrino  
Secrétaire général

**BY EMAIL**

Montreal, June 21, 2019

**Subject : Your access to information request  
N/D 032 142 000 / 2019-2020\_014**

This refers to your access to information request received at our offices on June 10<sup>th</sup> and whereby you wish to obtain:

*« copies of complaints by customers for the months of October 2018 and March 2019. Please redact any personal information from the complaints ».*

Below you will find a table indicating the number of comments and complaints, by category, received by the SQDC from October 17, 2018 to March 31, 2019:

Catégorie	Nb
Produits (disponibilité, emballage, prix, fiche technique)	1 193
Site web (expérience générale)	540
Anomalies de produits	500
Commandes en ligne	322
Succursales (heures d'ouverture, emplacement)	61
Expérience en succursale, accueil et courtoisie	127
Livraison	178
Politiques	30
Législation	17
Service à la clientèle	11

Regarding those comments and complaints, the documents you are requesting contain many personal information covered by articles 53 and 54 of the *Act respecting access to documents held by public bodies and the protection of personal information* (hereafter the "Act"). For this reason and given the time required to analyze this large number of documents, your access to information request cannot be processed within the established time limits in the Act.

We hereby wish to inform you that you may apply for a review of our decision before the Commission d'accès à l'information. You will find attached herewith an explanatory

note regarding the exercise of said recourse. In the event you apply for such review, please be informed that we would therefore invoke article 137.1 of the Act considering the number of documents related to your demand.

Best regards.

Enclosure