

As provided in the *Act Respecting Labour Relations, Vocational Training and Workforce Management in the Construction Industry* (Act R-20), the Commission de la construction du Québec (CCQ) monitors compliance with the industry's collective agreements. It may take action against any entity with an obligation to pay when the salary due has not been paid to an employee.

If your working conditions respecting your salary have not been respected, you may submit a complaint to the CCQ, which will process and follow up on your file.

## How to present a salary complaint

To present a salary complaint, you must fill out all the sections of the *Salary Complaint* form and sign it. You must then submit this form, as well as the documentation required, to the CCQ:

- By going to one of the CCQ [regional offices](#),

OR

- By mailing them to the following address:

Commission de la construction du Québec  
Case postale 240, succursale Chabanel  
Montréal (Québec) H2N 0A5

## Main steps taken once your salary complaint is received

Within three days following receipt of your salary complaint, you will receive an email confirming that it has been registered. For your salary complaint to be registered, you must identify yourself (section 1 of the form), identify your employer (section 2 of the form) and detail the claims you are making and the period covered by your complaint (section 3 of the form).

When your complaint is received, processing begins. The person assigned to processing your complaint will undertake to analyze the file and will contact you within the following 14 days. If some information or documentation is missing, you will have 10 days to send it to us. When all information needed to process the complaint has been received, you will receive a letter to this effect. Otherwise, you will be informed in writing that your complaint will not be processed. The CCQ will then treat your complaint as a report and you will receive no further follow-up.

When processing of your complaint has been confirmed to you in writing, the person assigned to processing it will contact you within the following 60 to 90 days to inform you of its progress. Once verifications are completed, you will be informed in writing of the results obtained for your complaint and the ensuing steps, if applicable.

Throughout the process, the person assigned to your complaint may also contact you at other times than those indicated above to ensure that your file is processed properly.

## Details on timing of processing

Usually, there is a five-month delay between receipt of the complaint and the letter confirming the results obtained for the complaint. This processing period may vary depending on your level of cooperation and that of the employer concerned.

If applicable, an additional delay may occur before you receive the money claimed, particularly if your file results in legal action.

To find out more about the process and timing of processing of a salary complaint, visit the "Wages" section of [ccq.org](http://ccq.org).

## Information on the documentation required

Depending on the nature of the claims, you must provide the documentation required for the period covered by your complaint. Consult section 6 of the form for more details.

Unless indicated otherwise in section 6 of the form, you must supply originals of the documentation required. The CCQ will keep these documents for at least two years following settlement of the file.

## Eligibility for the Fonds d'indemnisation des salariés de l'industrie de la construction

According to the conditions set out in the *Règlement sur le Fonds d'indemnisation des salariés de l'industrie de la construction* (FISIC), for an employee to be eligible to receive compensation for loss of salary, the complaint must be received at the CCQ within 60 days after the salary is due, with the required documentation. The CCQ will analyze your salary complaint.

For further information on FISIC, visit [ccq.org](http://ccq.org).

## Definitions of the elements claimed

Here are descriptions of each of the elements listed in section 3 of the form that may be the subject of a salary complaint.

1. Salary unpaid for hours worked: earnings in legal tender calculated according to the wage rate set out in the applicable collective agreement and the number of hours worked.
2. Social benefits, paid vacations, union dues: the portion of the earnings that includes:
  - Contributions to the basic and complementary retirement plan and the life insurance, salary insurance, and health insurance plans;
  - Paid vacations composed of compensation for the annual vacation, paid statutory holidays, and sick days (elements calculated according to a percentage of gross salary);
  - Union dues collected by the employer.
3. Wage difference: the wage rate used to calculate an employee's pay does not comply with the applicable collective agreement.
4. Overtime hours: all work performed on an obligatory annual vacation day or a paid statutory holiday, in addition to the number of daily hours, or in addition to or outside of the limits of set schedules.
5. Travel costs: allowance paid to an employee for transportation costs, room and board, and time devoted to travel.
6. Reporting pay: allowance, for situations described in the collective agreement, paid to an employee who is present for work and for whom pay for this day is less than four hours of work.
7. Reporting or preparation for work: allowance, for situations described in the collective agreement for the civil engineering and roadwork sector, paid to an employee who is present for construction work for transmission lines, power stations, and dams.
8. Premium: allowance, in addition to wages, paid to an employee who performs tasks under specific conditions and that is determined by the collective agreement.
9. Safety equipment: allowance paid to an employee, for each hour worked, concerning safety equipment (e.g., boots, helmet, accessories).
10. Inclement weather allowance: allowance paid to an employee who is present for work but cannot start to work because of bad weather.
11. Indemnity for payment in arrears: allowance paid to an employee for late payment of his or her salary.
12. Non-sufficient funds ("NSF") cheque: cheque issued to pay an employee's salary but that has not been honoured by the employer's financial institution.
13. Advance notice of termination or layoff notice: allowance paid to an employee who did not receive his or her advance notice of termination or layoff notice within the period set out in the collective agreement.
14. Jury duty claim: difference in salary between the amount received by the employee as pay for jury duty and the equivalent of the salary for normal hours worked during the same period.
15. Loss of tools: allowance because an employer has not replaced the tools and garments lost by the employee.

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**IMPORTANT**

- Make sure you answer all the questions on the form. When the form is filled out in hard copy, please print.
- Attach the documentation required in section 6 of the form (originals only, except if otherwise indicated).
- This document also serves as an application as provided in section 13 of the *Règlement sur le Fonds d'indemnisation des salariés de l'industrie de la construction*.
- To find out more about how a salary complaint is processed, visit the "[Wages](#)", section of [ccq.org](http://ccq.org).

**1. EMPLOYEE**

Last name		First name		Client no. ?
No.	Street			
City		Province	Postal code	
Email		Main telephone no.	Secondary telephone no.	
Personal information (if you do not have a client number)				
Social insurance number		Date of birth (YYYY-MM-DD)		Sex <input type="checkbox"/> Male <input type="checkbox"/> Female

**2. EMPLOYER**

Name				
No.	Street			
City		Province	Postal code	
Email		Main telephone no.	Secondary telephone no.	

**3. DESCRIPTION OF THE COMPLAINT**

Period during which the salary elements claimed below were not paid				
From (YYYY-MM-DD)		To (YYYY-MM-DD)		
Salary elements claimed	CCQ		CCQ	
1 <input type="checkbox"/> Unpaid salary for hours worked ?	15	9 <input type="checkbox"/> Safety equipment ?		30
2 <input type="checkbox"/> Social benefits, paid vacations, union dues ?	17	10 <input type="checkbox"/> Inclement weather allowance ?		73
3 <input type="checkbox"/> Wage difference ?	21	11 <input type="checkbox"/> Indemnity for payment in arrears ?		75
4 <input type="checkbox"/> Overtime hours ?	22	12 <input type="checkbox"/> Non-sufficient (NSF) cheque ?		16
5 <input type="checkbox"/> Travel costs ?	25	13 <input type="checkbox"/> Advance notice of termination or layoff notice ?		26
6 <input type="checkbox"/> Reporting pay ?	27	14 <input type="checkbox"/> Jury duty claim ?		29
7 <input type="checkbox"/> Reporting or preparation for work ?	28	15 <input type="checkbox"/> Loss of tools ?		74
8 <input type="checkbox"/> Premium(s) ?, specify:				23
If you wish to add details about the elements claimed, do so here.				

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### IDENTIFICATION

Last name

First name

### 3. DESCRIPTION OF THE COMPLAINT (continued)

If known, give the reason(s) for which your salary or other social benefit(s) were not paid.

Did you claim your salary from your employer before starting this complaint process?  Yes  No

To determine the collective agreement applicable to your situation, indicate the sector(s) in which the work was performed.

Civil engineering and roadwork  Industrial  Institutional and commercial  Residential

### 4. INFORMATION RELATED TO EMPLOYMENT CONTEXT

#### Employer's situation

Do you have a relationship other than that of employee-employer with the employer concerned in your complaint or with a company officer (such as relative, spouse, partner, shareholder, administrator, or director)?

Yes  No If yes, what relationship? \_\_\_\_\_

To your knowledge, has the employer concerned in your complaint gone bankrupt or been placed in receivership?  Yes  No  I don't know

#### Hiring conditions

In what capacity were you hired?

Employee  Employee team leader  Employee group leader  Superintendent  Other: \_\_\_\_\_

On what basis were you paid?

By the hour, at the rate of \$ \_\_\_\_\_ / hour  By quantity/by the piece. Specify: \_\_\_\_\_

By the job  Other: \_\_\_\_\_

Did your employer have you sign a document or documents concerning your working conditions (agreement/contract at hiring, agreement on work schedule)?

Yes  No If yes, what agreement? \_\_\_\_\_

#### Pay

Did you write down your hours?  Yes  No

On what document did you present your hours to the employer?  None  Time sheet  Invoice  Other: \_\_\_\_\_

How did you transmit this document to your employer?

In person  By telephone  By email  By text message  Other: \_\_\_\_\_

What is the name of the person to whom you transmitted your hours worked?

How were you paid?

By cheque with deductions  By cheque without deductions  In cash  By bank deposit

Other (e.g., in materials). Specify: \_\_\_\_\_

Did you receive paystubs for the period claimed?

Yes  No. If no, did you request them?  Yes  No

If the name of the employer is different than the one mentioned in section 2 above, indicate the name that appeared on your cheques and paystubs.

What was your pay frequency?

By the week  Every two weeks  Other: \_\_\_\_\_

# SALARY COMPLAINT

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## 5. INFORMATION ON THE SITE(S) WHERE YOU WORKED

Please give the information related to each site where you worked during the period covered by your salary complaint. If you worked on more than two sites, use the form **SALARY COMPLAINT – INFORMATION ON THE SITE(S) WHERE YOU WORKED.**

<b>SITE 1</b>	Address of site OR name of project			Was there a sign in/out log? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Name of general contractor on the site			Date entered site ?	Date left site ?	
Who were the site managers?	Name of site superintendent	Name of your employer's foreman	Other, specify		
Describe your work and the tasks performed on the site					
What was your usual work schedule?	Start time	End time	Number of hours per day	Number of days per week	
	Duration of meal break	Did you have a morning break? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did you have an afternoon break? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did you have an hours bank? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Who established your work schedule?			Who directly gave you orders on the site?		
Did you have a team leader? <input type="checkbox"/> Yes <input type="checkbox"/> No			If yes, what was his or her name?		How many workers were in your team?
Give the names of the workers hired by the employer concerned who worked at the same time as you on the site.					
<b>SITE 2</b>	Address of site OR name of project			Was there a sign in/out log? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Name of general contractor on the site			Date entered site ?	Date left site ?	
Who were the site managers?	Name of site superintendent	Name of your employer's foreman	Other, specify		
Describe your work and the tasks performed on the site					
What was your usual work schedule?	Start time	End time	Number of hours per day	Number of days per week	
	Duration of meal break	Did you have a morning break? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did you have an afternoon break? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did you have an hours bank? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Who established your work schedule?			Who directly gave you orders on the site?		
Did you have a team leader? <input type="checkbox"/> Yes <input type="checkbox"/> No			If yes, what was his or her name?		How many workers were in your team?
Give the names of the workers hired by the employer concerned who worked at the same time as you on the site.					

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IDENTIFICATION	
Last name	First name

## 6. LIST OF PIECES OF DOCUMENTATION REQUIRED

**IMPORTANT :** The Commission de la construction du Québec (CCQ) may terminate processing of the complaint if you refuse or neglect to supply the required documents and information. Unless indicated otherwise in the list below, you must supply the originals of the documentation required. The CCQ will keep these documents for at least two years following settlement of the file.

Tick off the pieces of documentation attached to your complaint.

For all elements claimed:
<input type="checkbox"/> Paystub(s)
<input type="checkbox"/> Details of daily hours per site and nature of work performed (time sheets or agenda or notepad)
If you are claiming payment of a non-sufficient funds (NSF) cheque:
<input type="checkbox"/> NSF cheque or certified true copy of original NSF cheque supplied by your financial institution
If you are claiming advance notice of dismissal or layoff notice:
<input type="checkbox"/> Record of termination of employment or layoff notice
If you are claiming costs incurred as a juror:
<input type="checkbox"/> Court receipt for compensation for jury duty
If you are claiming a loss of tools:
<input type="checkbox"/> Police report
<input type="checkbox"/> Inventory of personal tools supplied to your employer on your first day worked
If you signed a written agreement when you were hired:
<input type="checkbox"/> Written agreement concluded when you were hired
If you indicated that your employer has gone bankrupt or been placed in receivership:
<input type="checkbox"/> Copy of the application of benefits from the Wage Earner Protection Program (visit <a href="http://servicecanada.gc.ca">servicecanada.gc.ca</a> for more information on this program)
If you have indicated that you presented invoices or other documents to be paid:
<input type="checkbox"/> Invoices
<input type="checkbox"/> Other documents
If you filled out the <i>Salary Complaint – Information on the Site(s) Where You Worked</i> :
<input type="checkbox"/> Form

## 7. EMPLOYEE'S SIGNATURE

I authorize the Commission de la construction du Québec (CCQ) to transmit the information concerning my civil claims to a representative of the local section of my union. This includes all information regarding the follow-up, processing, and result of my complaint.

I understand that the CCQ may terminate processing of my complaint if I refuse or neglect to supply the documents and information required.

I also understand that according to the conditions set out in the *Règlement sur le Fonds d'indemnisation des salariés de l'industrie de la construction*, to be eligible to receive compensation for lost wages, my complaint and the documentation required must be received at the CCQ within 60 days after the deadline for receiving the salary that was due to me.

\_\_\_\_\_

Signature Date (YYYY-MM-DD)

### Please return this form with the documentation:

- by going to one of the regional offices of the Commission de la construction du Québec, or;
- by mailing the documents to the following address:

Commission de la construction du Québec  
 Case postale 240, succursale Chabanel  
 Montréal (Québec) H2N 0A5