



Ordre des
AGRONOMES
du Québec

Le **SAVOIR** pour nourrir le monde



YOUR REMEDY

IF YOU ARE NOT ENTIRELY SATISFIED WITH THE SERVICES RECEIVED BY YOUR AGROLOGIST, DISCUSS IT WITH HIM. IT IS IMPORTANT!

If your dissatisfaction remains, you can contact the syndic of the Ordre des agronomes du Québec. Its purpose is to ensure that the agrologists respect the provisions of the *Professional Code*, the *Agrologists Act*, and the regulations of the Ordre des agronomes du Québec.

The syndic relies, among other things, on some regulations that specifically regard the clientele, such as the:

- Code of ethics of agrologists;
- Regulations respecting professional liability insurance for agrologists;
- Regulations respecting the keeping of records and consulting offices of agrologists;
- Regulations respecting the conciliation and arbitration procedure for the accounts of agrologists.



**FOR MORE
INFORMATION**

ORDRE DES AGRONOMES DU QUÉBEC
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L'AGRONOME & VOUS
DES RESPONSABILITÉS PARTAGÉES

THE AGROLOGIST IS AN EXPERT IN AGRICULTURE AND IN AGRIBUSINESS IN QUEBEC WHO ALSO PROVIDES YOU WITH SUPPORT AND ADVICE.

Any person who holds this title and practices agronomy in Quebec needs to be a member of the Ordre des agronomes du Québec, whether they are self-employed or not. The agrologist adheres to the principles of competence and the ethical principles enacted by the Law and the regulations of the Order. Therefore, they have a legal duty and obligation toward their client. The client also has responsibilities such as helping to establish a positive working relationship with the agrologist.

RESPONSIBILITIES OF THE CLIENT

- Express his needs clearly.
- Provide reliable, accurate and pertinent data to the agrologist.
- Be informed of the extent and terms and conditions of the professional services required and give his agreement in this respect.
- Work with the agrologist.
- Implement the recommendations of the agrologist.
- If need be, communicate with the agrologist to receive more information during the implementation of the recommendations.
- Inform the agrologist of any modifications regarding the implementation of the recommendations.
- Ensure a follow-up to the implementation of the agrologist's recommendations.
- Agree with the agrologist on the fees and out-of-pocket costs to pay, if need be, for the required professional services.
- Pay the fees and other costs in accordance with the agreed modalities.

LEGAL OBLIGATIONS OF THE AGROLOGIST

- Clearly understand the needs of the client
- Clearly define the mandate, that is the situation, the professional services to be performed, the lead time, etc.
- Ensure that the mandate falls within his competence and that he has all the facts before giving an agronomic opinion or counsel.
- Give, when needed, any explanations necessary to the understanding and appreciation of the services he provides.
- Open and keep a record in which he must enter all the pertinent information and ensure its confidentiality.
- Inform the client of any modifications to the record that affects the scope of the mandate or the fees, while the professional services are underway, by justifying them.
- Sign every written document that he has prepared in the role of his profession or which has been prepared under his supervision.
- The self-employed agrologist draws up a contract of professional services signed by both parties, which includes, among other things, the mandate, the workload, the fees, the out-of-pocket costs, the payment plan and other contractual aspects. The agrologist charges fees that are justified by the circumstances and are in proportion to the services rendered.



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