

Reviewing Your Complaint

1. The service quality and complaints commissioner receives your request and can help you convey your complaint.
2. He or she reviews your complaint to better understand the problem and try to solve it. At this point, you will be asked your version of the facts.
3. The commissioner will then collect details from the individuals implicated.
4. He or she will inform you of the results within 45 days of receiving your complaint. The conclusion includes solutions to solving the problem or corrective measures recommended to the institution.

Who is the service quality and complaints commissioner?

The service quality and complaints commissioner is in charge of applying the institution's regulations on the procedure for reviewing user complaints. Since the commissioner reports directly to the board of directors, he or she has the freedom and independence needed to get the job done. The commissioner is there to listen to you and ensure that your rights are respected. Following a review of the complaints, the commissioner makes recommendations to the board of directors.

If your complaint is about a professional who works at a health and social services institution, such as a doctor, dentist, pharmacist or medical resident, the commissioner will forward it to the medical examiner and keep you informed.

If you are dissatisfied with the medical examiner's conclusions, you can exercise your right to recourse before the institution's review committee.

Private medical, dental or other health-care professional practices are not covered by the complaint-examination system unless they have an agreement with an institution in the health and social services network.

Help and Support

The Centre d'assistance et d'accompagnement aux plaintes (CAAP) of your region can help you file your complaint or accompany you in your efforts. These services are free and confidential.

Call 1-877-767-2227 (toll-free number).

The institution's user committee can also help you. Get in touch with the service quality and complaints commissioner for contact details.

A person of your choice can accompany and help you through the process.

Reporting

If you are witness to or know that the rights of a user or group of users have been violated, you can report this verbally or in writing to the service quality and complaints commissioner, who will intervene. The commissioner may also intervene on his or her own initiative.

The Complaint-Examination System

**IMPROVING
THE QUALITY
OF OUR
SERVICES IS
AN ONGOING
CONCERN!**

An Act Respecting Health Services and Social Services provides a complaint-examination system in the health and social services network that allows people who feel their rights have been violated to express their dissatisfaction or file a complaint.

Your Rights as a User

- To be informed about existing services and how to obtain them
- To receive, with continuity and in a personalized and safe manner, services that are scientifically, humanly and socially appropriate
- To be able to choose a healthcare professional or institution from which to receive services¹
- To receive care in the event of an emergency
- To be informed about the state of your health, as well as about possible solutions and their implications before consenting to care
- To be informed as soon as possible about any accident occurring in the course of the provision of services
- To be treated with courtesy, fairness, compassion and respect for your dignity, autonomy, needs and safety at all times
- To accept or refuse care, in a free and informed way, on your own or through a representative
- To have access to your confidential file
- To participate in decisions that concern you
- To be accompanied or assisted by a person of your choice when you wish to obtain information about services
- To file a complaint, without risk of reprisal, to be informed of the complaint-examination procedure and to be accompanied or assisted at all stages, if necessary
- To be represented by someone who will be sure your rights are respected and who can give consent on your behalf in the event of temporary or permanent incapacity
- To receive services in English if you are an Anglophone user, according to the government access program

1. The institution determines which health and social services to offer, taking into account its mission as well as available human, material and financial resources.

The Complaint-Examination System

Why file a complaint?

Filing a complaint is a constructive gesture that ensures that the rights of users are being respected. It helps improve the quality of health and social services.

Before filing a complaint, you must first speak with the staff responsible for the care and services of the institution in question.

Who can file a complaint?

The user or his or her representative, or the heir or legal representative of a deceased user, can file a verbal or written complaint by phone, mail or in person.

Procedure for filing a complaint

1st level complaint

You are dissatisfied with the care and services provided by:

- An institution in the health and social services network
 - Any other body, company or person associated with this institution
- An ambulance transport service²
- A private seniors home³
- An intermediary resource
- A family-type resource
- A community organization³
- A private group home³ (drug addiction or pathological gambling)

2. For the Gaspésie – Îles-de-la-Madeleine and Montérégie regions, processing of complaints is entrusted to a single integrated health and social services centre (CISSS) in the region, CISSS de la Gaspésie and CISSS de la Montérégie-Centre. For the Montréal and Laval areas, complaints must be addressed to the service quality and complaints commissioner for the Corporation d'Urgences-santé, at 514-723-5600, extension 5606.

3. For the Montréal, Gaspésie – Îles-de-la-Madeleine and Montérégie regions, processing of complaints is entrusted to a single CISSS or a single integrated university health and social services centre (CIUSSS) in the region, CIUSSS du Centre-Sud-de-l'Île-de-Montréal, CISSS de la Gaspésie and CISSS de la Montérégie-Centre.

You can file a confidential written or verbal complaint to the service quality and complaints commissioner of your region.

Contact information is available at sante.gouv.qc.ca/en/systeme-sante-en-bref/plaintes/, from **Services Québec (1-877-644-4545)**, or by asking staff at the institution in question.

2nd level complaint

If you are dissatisfied with the response or conclusions of the service quality and complaints commissioner, you may contact the Québec Ombudsman:

- by phone: **1-800-463-5070**;
- by mail: **protecteur@protecteurducitoyen.qc.ca**;
- by visiting the website: **protecteurducitoyen.qc.ca/en**.

