

Examination of your complaint

- 1 The service quality and complaints commissioner receives your request and can help you formulate your complaint.
- 2 The commissioner examines your complaint to clearly ascertain the problem and try to resolve it. He or she will ask you for your version of the facts at that time.
- 3 The commissioner then gathers information from the people involved.
- 4 The commissioner intervenes in the manner he or she deems most appropriate when informed that there have been reprisals, in any form whatsoever, against a person who has formulated or intends to formulate a complaint.
- 5 The commissioner informs you of the examination findings within 45 days following receipt of your complaint. The commissioner's conclusions are accompanied by the solutions he or she feels are appropriate for resolving the problem, or the corrective measures he or she recommends be taken by the people involved.

YOUR COMPLAINT IS DEALT WITH IN COMPLETE CONFIDENTIALITY.



07-723-01A

Do you need assistance in formulating your complaint or would you like to be accompanied during the procedure for filing a complaint?

Several options are open to you.

The service quality and complaints commissioner to whom you apply can help you.

The Centre d'assistance et d'accompagnement aux plaintes (CAAP or complaint assistance and support centres) in your region can help you. The CAAP is a regional community organization mandated by the Minister of Health and Social Services. Its services are free and confidential. Call the following toll-free number: **1-877-767-2227**.

The users' committee of the institution involved can also help you. All institutions must have a users' committee. The local service quality and complaints commissioner can give you the committee's telephone number.

Any person you choose can accompany or assist you in the complaint examination procedure.

You witnessed or are aware of a situation in which the rights of a user or a group of users have not been respected.

You can give verbal or written notification to the service quality and complaints commissioner, who is empowered to intervene.

The service quality and complaints commissioner can also intervene on his or her own initiative.

Institutions determine the health and social services they provide, taking into consideration their mission, and the human, material and financial resources at their disposal.

Except for an emergency, nothing in the Act limits the freedom of a professional to agree or refuse to treat a person.



THE COMPLAINT EXAMINATION SYSTEM

**Improving
THE QUALITY OF SERVICES
IS OUR CONSTANT
CONCERN!**



The Act respecting health services and social services provides for a complaint examination system that allows people who believe their rights as users have been infringed to express their dissatisfaction or file a complaint.

Your rights as a user

- the right to be informed of existing services and the way to obtain them;
- the right to receive, with continuity and in a personalized and safe manner, services that are scientifically, humanly and socially appropriate;
- the right to choose the professional or institution you wish to receive services from;
- the right to receive emergency care;
- the right to be informed of your state of health, and of the various options open to you and their consequences, before giving your consent to care;
- the right to be informed as soon as possible of any accident that occurs during the provision of services;
- the right to be treated, at all times, with courtesy, fairness and understanding, and with respect for your dignity, autonomy, needs and safety;
- the right to accept or refuse care, on your own or through your representative, freely and in an enlightened manner;
- the right to have access to your record, which is confidential;
- the right to participate in the decisions that concern you;
- the right to be accompanied or assisted by the person of your choice in obtaining information about services;
- the right to file a complaint without the risk of reprisal, to be informed of the complaint examination procedure and, if required, to be accompanied or assisted in the procedure;

- the right to be represented in regard to all your recognized rights if you are temporarily or permanently unable to give your consent;
- if you are an English-speaking user, the right to receive services in English, according to the government access program.

The complaint examination system

Who can file a complaint?

Users or their representatives, and the heirs or legal representatives of deceased users can file a verbal or written complaint by telephone, by mail or in person.

Why file a complaint?

Filing a complaint is a constructive approach to ensuring respect for the rights of users. You can thereby contribute to improving the quality of health and social services.

To whom is a complaint made?

Are you dissatisfied with the care and services you received or believe your rights were not respected? The service quality and complaints commissioner is there to deal with your complaint, promote the quality of services and ensure respect for your rights.

But you should first talk to the people in charge of the care and services in question.

Procedure for filing a complaint

At the first level

You are dissatisfied with the care and services provided by:

- a health and social services institution
- an intermediate resource
- a family-type resource
- or any organization, company or person the institution uses

YOU CAN FILE A VERBAL OR WRITTEN COMPLAINT WITH THE LOCAL SERVICE QUALITY AND COMPLAINTS COMMISSIONER OF THE INSTITUTION INVOLVED.

At your request, the personnel of the institution will give you the name and telephone number of the local commissioner.

You are dissatisfied with the care and services you receive from:

- a community organization
- a private nursing home
- a residence for the elderly
- an ambulance transport service*
- or a health and social services agency

YOU CAN FILE A VERBAL OR WRITTEN COMPLAINT WITH THE REGIONAL SERVICE QUALITY AND COMPLAINTS COMMISSIONER.

You will find the name and the telephone number of the regional commissioner on the following Website: www.msss.gouv.qc.ca/agences
You can also call Services Québec's toll-free telephone number: **1-877-644-4545**.

*In the Montréal and Laval areas, you can file a complaint, in writing or verbally, with the Regional Service Quality and Complaints Commissioner, Corporation d'Urgences-santé. The Commissioner can be reached at **514-723-5606**.

You are still dissatisfied after your complaint is examined

At the second level

You are dissatisfied with the responses or conclusions of the local or regional service quality and complaints commissioner

YOU CAN APPLY TO THE OFFICE OF THE PUBLIC PROTECTOR.

Québec City office: 418-643-2688

Montréal office: 514-873-2032

Elsewhere in the regions: 1-800-463-5070

E-mail: protecteur@protecteurducitoyen.qc.ca

Website: www.protecteurducitoyen.qc.ca

However, if your complaint concerns a professional practicing in a health and social services institution, such as a physician, a dentist, a pharmacist or a medical resident*, the Commissioner will send it to the medical examiner and will inform you of that.

And if you are still dissatisfied with the responses or conclusions of the medical examiner, you can exercise your right of recourse to the institution's review committee.

*The private practices of physicians, dentists or other health professionals are not covered by the complaint examination system, unless they are bound by a service agreement to an institution in the health and social services network.