

THE COMPLAINT HANDLING PHILOSOPHY

The Commission's commitment is the diligent handling of complaints by listening, with empathy, respect, equity and objectivity.

Complaints are an opportunity for reviewing the work process and for improvement, rather than for assigning blame.

When the situation is appropriate for it, the complaint is analyzed in such a way as to go beyond the strict framework of the specific situation that occurred, so that it can be utilized in a more general way. The analysis and resulting recommendations can then be useful to all users potentially affected by the situation.

THE EXPECTED COLLABORATION OF MANAGERS AND PERSONNEL

This collaboration is achieved by:

- ♦ obtaining a firm commitment from the divisions to supply, for analysis, accurate and complete information within a short period of time;
- ♦ an attitude of openness and self-assessment regarding the situation and the means that could be implemented to avoid a recurrence.

Contact information for the Service Quality and Complaints Commission

- ☎ 450 668-1010, ext. 23628
- ✍ 1755 boul. René Laennec
Laval (Québec) H7M 3L9
- ✉ plaintes.csssl@ssss.gouv.qc.ca

Commissioner: *Céline Mercure*

Assistant Commissioner: *Bertrand St-Amour*

Anyone who wishes to file a complaint can at any time be assisted and supported either:

- ♦ by a member of the CSSS de Laval's users' committee
(450 622-4478, ext. 4945)
- ♦ or by an advisor from the Laval Complaints Assistance and Support Centre (CAAP) (450 662-6022)

The Service Quality and Complaints Commission



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PREAMBLE

All CSSS de Laval staff members are responsible for the quality of the services that they provide to users¹, and the filing of a complaint must be considered as an exceptional event. The dissatisfactions expressed by a user should first be considered and handled by the managers of the departments involved, when the user considers that the service provider's explanations and answer are unsatisfactory.

The objective of complaint handling is to improve the quality of the services offered to the entire population.

ITS MISSION

- ♦ To offer the user the possibility of expressing his dissatisfaction, complaints or unmet needs and of ensuring that these requests are properly handled.
- ♦ To use the means necessary to conduct an investigation when disturbing information is forwarded to the commissioner or assistant commissioner relating to the provision of services to the user or to the quality of life of the residents.
- ♦ To promote awareness of the commission's role with users as well as with the organization's employees.

ITS VALUES

All action by the commissioner or assistant commissioner is based on respect for the users as well as on reconciling the users' needs and the organization's constraints and requirements.

ITS FUNCTIONS

- ♦ To receive the users' comments.
- ♦ To proceed with the diligent examination of complaints, to issue recommendations for improving the quality of the services, and to ensure follow-up.
- ♦ To provide the required assistance in obtaining a service.
- ♦ To carry out the required interventions when the user's health, integrity or safety are in question.
- ♦ To provide recommendations to the divisions involved about concerns related to the quality of the services to users.
- ♦ To promote the complaint examination program, the commission's values and the complaint handling philosophy.
- ♦ To evaluate the quality of the complaint handling mechanism.

1. "User" means any person who receives, has received or should have received services from the Centre de santé et de services sociaux de Laval and any person who requires such services.