



HOW TO IMPROVE OUR SERVICES OR FILE A COMPLAINT

1 HAVE YOU SPOKEN ABOUT YOUR ISSUE TO THE PERSON WHO SERVED YOU ?

Start by talking to the person or to her/his superior. They will work with you to try to remedy the situation or find a solution to your problem.

3 OR CONTACT THE SERVICE QUALITY AND COMPLAINTS COMMISSIONER:

- You will be treated courteously and equitably, with understanding and without discrimination.
- After reviewing your complaint, the Commissioner will inform you of the actions that will be taken or the recommendations that will be made to the relevant authorities.

2 IF THE SITUATION PERSISTS and you need help with filing a complaint, or another form of support, contact:

- the Centre d'assistance et d'accompagnement aux plaintes de Montréal at 514 861-5998.
- or the institution's Users' Residents' Committee.

The Centre or the Committee will also provide you with information on your rights.

4 FOR INFORMATION, CALL: +1-877-343-3007

E-MAIL US AT:

commissaireauxplaintes.cemtl@ssss.gouv.qc.ca

TO FILE A COMPLAINT:

- Fill out the form on the reverse side of this page.
- Mail the form to :
Commissaire aux plaintes et
à la qualité des services
3095, rue Sherbrooke Est, bureau C-311
Montréal (Québec) H1W 1B4

or

- Scan the form and attach it to your e-mail
- Fax your form to: 514 252-3589.

www.ciuss-estmtl.gouv.qc.ca

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COMPLAINT FORM

IDENTIFICATION OF USER

Family name and first name :	Full address :
Phone number (home) :	Postal code :
Phone number (work) :	
E-mail :	Medical file number :
Date of birth :	

IDENTIFICATION OF USER'S REPRESENTATIVE (if applicable)

Family name and first name :	Relationship with user :
Phone number :	

COMPLAINT: State the facts and the reason for the complaint. Provide a description of the event

Name of institution :

EXPECTED OUTCOME OF THE COMPLAINT:

Signature : _____ Date : _____