


IMPROVING SERVICE QUALITY: OUR CONSTANT CONCERN!

SERVICE QUALITY
AND COMPLAINTS
COMMISSIONER

**1 877 962-9761
ext. 452408**

*Centre intégré
de santé
et de services sociaux
de la Côte-Nord*














Québec 

**You think your rights are not respected?
You want it to change?**

You can talk about it with your intervenor or with someone you trust, it is often enough!

You can also decide to file a complaint, it is a constructive approach! Contact us, our work is to ensure your rights are respected.

YOUR RIGHTS

-  Right to information on the available services
-  Right to adequate services
-  Right to choose the professional and the establishment providing services to you
-  Right to receive the required care in case of emergency
-  Right to be treated with respect
-  Right to accept or to refuse care and services
-  Right to take part in the decisions concerning you
-  Right to be accompanied and assisted by the person of your choice
-  Right to accommodation
-  Right to receive services in English
-  Right of access to your user file
-  Right to confidentiality of your file
-  Right to file a complaint

**You can contact a member of the team of the Service Quality and Complaints Commissioner:
1 877 962-9761, ext. 452408 or
plaintes.09cisss@ssss.gouv.qc.ca**

You can also ask for the help of the:

Centre d'assistance et d'accompagnement aux plaintes (CAAP): 1 877 767-2227

Users' Committee: 1 866 545-2038, ext. 342763