



ROLES & FUNCTIONS: Service Quality and Complaints Commissioner AND Users' Committee

ROLE OF THE SERVICE QUALITY AND COMPLAINTS COMMISSIONER

The primary mandate of the Service Quality and Complaints Commissioner is to **process complaints** from users. The Commissioner:

- Is appointed by the **Board of Directors**;
- Has an **exclusive** and **independent** role;
- Is responsible for ensuring **user's rights are respected**.

The Commissioner regularly works in **partnership** with:

- The Users' Committee;
- The Centre d'assistance et d'accompagnement aux plaintes (CAAP)* - (complaint assistance centre);
- Droits et recours en santé mentale de la Côte-Nord (DRSM)** - (mental health rights and recourse).

FUNCTIONS OF THE SERVICE QUALITY AND COMPLAINTS COMMISSIONER

- **Analyzes complaints**;
- Ensures the independent nature of their role is promoted;
- **Provides assistance** to the user;
- With respect to disciplinary matters, informs the concerned department so it can assess the situation;
- **Informs the user of the conclusions** and recommendations they have reached;
- **Acts on their own initiative** if there is reason to believe that the rights of a user, or of a group, are not respected;
- Gives their opinion on all issues presented by the Board of Directors;
- Is **responsible for the processing of mistreatment reports**.

RÔLE OF USERS' COMMITTEES

The principal activities of the Users' committees are to:

- **Promote** and **defend collective rights and interests**;
- **Promote the improvement** of the quality of living conditions of users and residents;
- **Support and assist**, upon request, users involved in any process, for instance, those wanting to file a complaint.

Users' committees **are composed of**:

- **users, residents** who are involved on a voluntary basis and are elected during annual general meetings.

On the North Shore, there are:

- 7 users' committees (1 per MRC);
- 1 **regional** users' committee (that is also responsible for young users in youth centres);
- 13 residents' committees (1 per CHSLD facility).



FUNCTIONS OF USERS' COMMITTEES

- Inform users about their rights and obligations;
- Promote the improvement of the quality of living conditions of users and evaluate their level of satisfaction;
- **Defend the collective rights and interests of users;**
- Support and assist, upon request, users involved in any process, **including those wanting to file a complaint;**
- Ensure that each residents' committee is running effectively;
- Evaluate the effectiveness of the measure implemented in accordance with provisions.

***Centre d'assistance et d'accompagnement aux plaintes (CAAP) – (complaint assistance centre):**

- Informs users of their rights and of the complaint process;
- Assists users in formulating their complaint;
- Supports the complainant through all phases of the complaint examination process.

Baie-Comeau: 418-295-2779

Sept-Îles: 418-968-2779

Toll-free: 1-877-767-2227

****Droits et recours en santé mentale de la Côte-Nord (DRSM) – (mental health rights and recourse):**

- Promotes and defends the rights of persons living with or having lived with mental health issues;
- Helps and supports users in all areas relating to human rights.

Telephone: 418-295-2779

FOR MORE INFORMATION

Visit the CISSS de la Côte-Nord website and click on the following links:

- **Complaints:**
<https://www.cisss-cotenord.gouv.qc.ca/en/your-cisss/complaints-commission/>

Telephone: 418-962-9761, ext. 452408

Toll-free: 1-877-962-9761, ext. 452408

- **Users' committees:**
<https://www.cisss-cotenord.gouv.qc.ca/en/your-cisss/users-committees/>

Telephone: 418-589-2038, ext. 342763

Toll-free: 1-866-545-2038, ext. 342763



Centre intégré
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et de services sociaux
de la Côte-Nord

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