IMPROVING SERVICE QUALITY: OUR CONSTANT CONCERN!



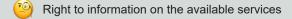
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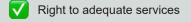
You think your rights are not respected? You want it to change?

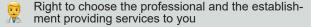
You can talk about it with your intervenor or with someone you trust, it is often enough!

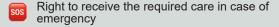
You can also decide to file a complaint, it is a constructive approach! Contact us, our work is to ensure your rights are respected.

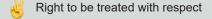
YOUR RIGHTS

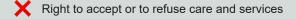


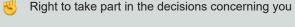


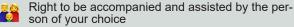


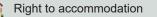












Right to receive services in English



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.gc.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