



# Improving the quality of services is our constant concern!

Filing a complaint is a constructive gesture when it comes to ensuring the rights of users and helping to improve the quality of health services and social services.

## All users have the right:

- to be informed about available services and how to obtain them;
- to receive continuous, adequate personalized and safe services ;
- to choose the professional or the establishment that will provide the services;
- to receive care in case of an emergency;
- to be informed about their health status and available solutions and their impacts before agreeing to a care protocol;
- to be informed, as soon as possible, about any incident or accident that occurred during the provision of services;
- to be treated with courtesy, fairness and understanding, and with respect for their dignity, autonomy, needs and safety in every intervention;
- to accept or refuse care in a free and informed manner, by themselves or through their representative;
- to access their medical record, which is confidential;
- to participate in the decisions that concern them;
- to be accompanied or assisted by a person of their choice when they to obtain information on services;
- to file complaints, without reprisal, to be informed of the complaints procedure and to be accompanied or assisted in all stages of the proceedings;
- to be represented with respect to all their rights in the event of a temporary or permanent incapacity to give consent;
- to English-language services for English-speaking users, according to the government access program.

## Who can file a complaint?

- A user;
- The parent of an under-age user;
- An inapt user's representative;
- The heirs or legal representatives of a deceased user

## How to file a complaint

A complaint can be filed verbally or in writing (mail, email, FAX) and submitted to the office of the Commissioner or her deputy. You can use the attached form.

## All users, visitors or relatives have the responsibility to:

- remain respectful of interveners and other users;
- collaborate to care and services that concern them according to their abilities;
- provide all the information required to properly provide treatment;
- be respectful of the rules and policies of the establishment.

## If you feel your rights were violated

You can first discuss the situation with the person responsible for the sector concerned, his/her replacement or the physician. The majority of problems are resolved at this level. **If you remain dissatisfied** and wish to file a complaint, please contact us.

## To contact us:

### CLSC Naskapi / CISSS Côte-Nord

[www.cisss-cotenord.gouv.qc.ca](http://www.cisss-cotenord.gouv.qc.ca)

### Manon Bourgeois

Service Quality and Complaints Commissioner

45, rue du Père-Divet

Sept-Îles (Québec) G4R 3N7

☎ : 418 962-9761 ou 1 877 962-9761

✉ : [plaintes.09cisss@ssss.gouv.qc.ca](mailto:plaintes.09cisss@ssss.gouv.qc.ca)

### Centre d'assistance et d'accompagnement aux plaintes (CAAP)

[www.caap-cn.org](http://www.caap-cn.org)

The CAAP is a community-based organization mandated by the *ministère de la Santé et des Services Sociaux* to assist and support users who wish to file a complaint. It helps users to formulate and write their complaints. CAAP's services are free and confidential.

In Baie-Comeau :

☎ : 418 295-2779

In Sept-Îles :

☎ : 418 968-2779

☎ : 1-877-767-2227 (no charges)