



**File a complaint,
report maltreatment,
express satisfaction
or dissatisfaction**



Every user of the health and social services network, his representative or his heir can **file a complaint** concerning care and services the user received, ought to have received, is receiving or requires.

Every person (user, someone close to a user, room neighbor, employee, etc.) can **express dissatisfaction** concerning care and services or **report potential maltreatment**.

Every person (user, someone close to a user, room neighbor, employee, etc.) can **express satisfaction** concerning care and services received, for an employee or for a group of employees.



Your contribution is essential for improving the quality of care and services given to the population!

The local service quality and complaints commissioner office is a confidential and independent service. It handles complaints, maltreatment reports, dissatisfactions and satisfactions concerning:

- All care and services offered by the CIUSSS du Centre-Sud-de-l'Île-de-Montréal (hospitals, CLSC, CHSLD, youth protection, home care, etc.);
- The intermediary or family-type resources of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal;
- The private health and social services institutions on the territory of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal;
- The private seniors' residences on the territory of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal;
- The community organizations in the field of health and social services of all the Montreal Island.

The local service quality and complaints commissioner office can also assist you in formulating a complaint or obtaining a service.

Bureau du commissaire local aux plaintes et à la qualité des services

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