

Bureau du Commissaire aux plaintes et à la qualité des services

# Dissatisfaction process for a user, their relatives or a witness

You are dissatisfied with the care and services you have received or should have received (user, family, or legal representative) or you are witnessing an unsatisfactory situation.

You can talk to the caregiver or the care and service team. You can also talk to the person in charge.

You can be accompanied by:

- User's committee at your facility
- A person of your choice

You are dissatisfied of their actions

You are satisfied, so your action is complete

You can be accompanied by:

• User's committee at your

• A person of your choice

plaintes Outaouais:

819 770-3637 ou

1877767-2227

• The Centre d'assistance et

d'accompagnement aux

www.caap-outaouais.ca ou

facility

# How to file a complaint

### Online complaint form:

cisss-outaouais.gouv.qc.ca / User's voice / Filing a complaint



#### By email:

commissairesauxplaintes@ssss.gouv.qc.ca

### By phone or fax:

Local: 819 771-4179 Toll free: 1-844 771-4179 819 771-7611 Fax:

#### By mail or in person:

Office of the Service Quality and **Complaints Commissioner** 105, Sacré-Cœur Blvd. Gatineau (Québec) J8X 1C5

You can file a complaint with the Office of the Service **Quality and Complaints Commissioner (SQCC)** 

You are dissatisfied with his conclusions

You are satisfied, so your action is complete

You can file a complaint with the Quebec **Ombudsman** 

www.protecteurducitoyen.gc.ca ou 1 800 463-5070