

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 committees (UC) and resident committees (RC): cissso cug@ssss.gouv.qc.ca ou 819 770-6528, ext. 338140
- A person of your choice

You are dissatisfied of their actions

You are satisfied, so your action is complete

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:

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

By mail:

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

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

You can be accompanied by:

- User committees (UC) and resident committees (RC): cissso_cug@ssss.gouv.qc.ca or 819 770-6528, ext. 338140
- A person of your choice
- The *Centre d'assistance et* d'accompagnement aux plaintes Outaouais: www.caapoutaouais.ca ou 819 770-3637 or 1 877 767-2227

You are satisfied, so your action is complete