



*Your satisfaction
is important to us!*

**EXPRESSING YOUR DISSATISFACTION AND
THE PROCEDURE
FOR EXAMINING COMPLAINTS**

Simple, *confidential*, effective and quick

A long term care centre (CHSLD) is a living environment where the purpose of the services offered is the person who resides there.

In spite of the desire of all care givers to ensure, on a daily basis, the respect of the resident in his dignity, his autonomy, his needs and his rights, it is possible that you may have comments, requests, or suggestions concerning services that you have received or feel that you should have received.

THE FIRST STEP TO TAKE

Should this be the case, we invite you to communicate with the nurse responsible for your sector or, in her absence, the director of care and coordinator of customer services.

In the majority of cases, an explanation can be provided or corrective measures can be taken as soon as the situation is known.

DO NOT HESITATE TO INFORM US

GOOD COMMUNICATION *IS THE KEY TO* SATISFACTION

A FIRST RECOURSE

If you find the answer provided or correction made unsatisfactory, you can contact the residents' committee, or, when you deem it necessary, you may address a complaint to the Service Quality and Complaints Commissioner.

You have the right to be assisted and accompanied in the process by a person or organisation of your choice, by the residents' committee or by the Service Quality and Complaints Commissioner.

The Complaint Assistance and Support Centre (CAAP) in your area may also assist you and, if need be, accompany you. To contact them, dial ☎1 877 767-2227 (toll-free).

We assure you that, at all times, your complaint will be treated and kept confidential. You have the choice to express it to us verbally or in writing.

To help you relate your dissatisfaction and make your expectations known, complaint forms are available from the administration or at the reception desk of the centre.

The Service Quality and Complaints Commissioner of the centre will confirm the date that your complaint was received, and when the complaint concerns a doctor, dentist or pharmacist, the date that it was transferred to the medical examiner. The examination of the complaint and the communication of the conclusions will be done within forty-five (45) days of these dates.

A SECOND RECOURSE

In spite of the preceding steps and if you disagree with the conclusions transmitted to you by the Service Quality and Complaints Commissioner, you have a last appeal with the Quebec Ombudsman by dialling ☎ 1 800 463-5070 (toll-free).

Should you remain dissatisfied by the conclusions of the medical examiner, you can exert your right of appeal before the revision committee of the centre (concerning either a medical, pharmaceutical, or dental act).

At Vigi Santé, the complaint procedure is part of our continual quality improvement process. Also, « *No one can exert or try to exert reprisals of any nature towards any person who formulates or intends to formulate a complaint* ». Such a situation must be reported to the commissioner as soon as possible.

To obtain further information or to address a complaint, you can contact the Service Quality and Complaints Commissioner.

Bonnie Helwer

☎ 514.684.0930 extension 1439

All correspondence **addressed to her** left at the reception of the centre will remain confidential and will be forwarded to :
Vigi Santé – Services administratifs
197, Thornhill, Dollard-des-Ormeaux (Québec) H9B 3H8

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