

Who can make a complaint?

Every person who received, ought to have received, is receiving or requires services from one of the Centre de santé et de services sociaux de Papineau facilities.

CSSS de Papineau facilities

CLSC Vallée-de-la-Lièvre
819 986-3359

578 Maclaren St East, Gatineau, Qc, J8L 2W1
617, Buckingham Avenue, Gatineau, Qc, J8L 2H4

And its Val-des-Bois Service Point
819 454-2355
601, route 309, Val-des-Bois, Qc, J0X 3C0

CLSC Petite-Nation
819 983-7341

14, Saint-André St, Saint-André-Avellin, Qc, J0V 1W0

Centre d'hébergement Petite-Nation
819 983-7341

14, Saint-André St, Saint-André-Avellin, Qc, J0V 1W0

Centre d'hébergement Vallée-de-la-Lièvre
819 986-1043

111 Gérard-Gauthier St, Gatineau, Qc, J8L 3C9

Hôpital de Papineau
819 986-3341

155, Maclaren St East, Gatineau, Qc, J8L 0C2

Office of the Local Service Quality and Complaints Commissioner of the Centre de santé et de services sociaux de Papineau

Local Service Quality and Complaints Commissioner

Head Office
578 Maclaren St East, Gatineau, Qc, J8L 2W1

Telephone : 819 986-9917 poste 2240
Toll free: 1 - 866 - 961 - 8016
Fax : 819 986-5671

E-mail : cssspapineau.commissaire@ssss.gouv.qc.ca

Other contact information

CSSS de Papineau Users' Committee

819 986-9917 poste 2398

Centre d'assistance et d'accompagnement aux plaintes-Outaouais (CAAP-Outaouais)

819 770-3637
toll-free: 1 877 767-2227

E-mail: caap-out@videotron.ca

Health and Social Services Ombudsman

Toll-free 1-800-463-5070
E-mail: protecteur@protecteurducitoyen.qc.ca

Medical Complaints Review Committee

President of the Complaints Review Committee
CSSS de Papineau Head Office
578 Maclaren St East, Gatineau, Qc, J8L 2W1

Centre de santé et de services sociaux
de Papineau

Complaint Examination Procedure

Improving Service Quality

Speak out and be heard



Il est très important d'être entendu et compris. C'est pourquoi nous vous invitons à nous parler de vos expériences, de vos attentes et de vos suggestions. Nous sommes à votre écoute et nous nous efforçons de répondre à vos besoins. C'est ainsi que nous pouvons améliorer nos services et vous offrir une meilleure expérience. C'est pourquoi nous vous invitons à nous parler de vos expériences, de vos attentes et de vos suggestions. Nous sommes à votre écoute et nous nous efforçons de répondre à vos besoins. C'est ainsi que nous pouvons améliorer nos services et vous offrir une meilleure expérience.

January 2010

Disponible en français

First Step

The fact that you tell us about your dissatisfaction enables us to improve the quality of our services.

We encourage you to discuss the issue first with the person in charge of the department concerned. This person will often be able to rectify the situation in a way that will prove satisfactory to you.

Second Step

You wish to have your complaint heard by the Local Service Quality and Complaints Commissioner? He is there to deal with your complaint, promote service quality and see to it that your rights are enforced. You can contact him by telephone, in writing or in person.

(See contact information on back page)

If you need help to formulate your complaint or would like to be assisted in any step related to it, the CSSS de Papineau Users' Committee and the Centre d'assistance et d'accompagnement aux plaintes-Outaouais (CAAP-Outaouais) are there to help.

(See contact information on back page)

Third Step

If you are not satisfied with the responses or conclusions of the Local Service Quality and Complaints Commissioner, you can contact the Health Services Ombudsman.

(See contact information on back page)

The Complaint Examination Procedure

- The Service Quality and Complaints Commissioner receives your request and can help you to formulate your complaint.
- He examines your complaint in order to clearly identify the problem and try to resolve it. At this point, he asks for your version of the facts.
- He then collects information from the other persons involved.
- On being informed of any reprisal whatsoever taken against anyone making a complaint, he will immediately intervene in the way he judges to be most appropriate.
- He will inform you of his conclusions within 45 days after receiving your complaint. His conclusions will be accompanied by the solutions he has proposed to resolve the problem or the corrective measures he has recommended to the persons involved.

If your complaint concerns a physician, the Local Service Quality and Complaints Commissioner will refer it to the medical examiner.

If you are still dissatisfied with the responses or conclusions of the medical examiner, you can exercise your right to apply to the institution's review committee.

(See contact information on back page)

Users' Rights

To be informed of the services available and the means of obtaining them, and to be given help to do so if necessary.

To receive with continuity and in a personalized and safe manner, health services and social services which are scientifically, humanly and socially appropriate.

To receive the care required in an emergency situation.

To choose the professional or the institution from whom or which they wish to receive services.

To be informed of their state of health and to be acquainted with the various options open to them and the consequences generally associated with each option.

To be informed, as soon as possible, of any accident having occurred during the provision of services.

To be treated in every intervention, with courtesy, fairness and understanding, and with respect for their dignity, autonomy, needs and safety.

To participate in any decision concerning them; to make free and informed decisions, either personally or through their representative, about whether to accept or refuse care.

To have access to their record, which is confidential.

To make a complaint, without fear of reprisals; to be informed of the complaint examination procedure and to be assisted at every stage of the process, if necessary.

Your complaint will be handled with the utmost confidentiality.