

Confidential

Complaint form

Before writing down your dissatisfaction, may we suggest you first talk it over with the staff or his/her superior. In many cases, this simple step is sufficient to correct the situation.

However, if the result of this first step does not satisfy you, you may write a complaint to the service quality and complaints commissioner at anytime. Your complaint may be completed in writing using the present form, by email or verbally. The contact details are at the end of the form.

User identification

Last name: _____ First name: _____
 Date of birth: _____ Spoken language: _____
(yyyy-mm-dd)
 Address: _____ City: _____
 Postal code: _____ Phone No.: _____
 Location in the establishment where the user may be reached (if applicable): _____
 Email address: _____ Room no. and phone no.

Identification of the user's representative or user's assistant (if applicable)

I assist the user I represent the user
 Last name: _____ First name: _____
 Address: _____ City: _____
 Postal code: _____ Phone No.: _____
 Email address: _____
 Family relationship with the user (if applicable): _____

The complaint

Description of your complaint:

(Please specify the name of the people involved, the facts and dates, the steps you have taken and the installation concerned)

CLSC _____ Centre d'hébergement _____ Hôpital _____

Description of your complaint (cont'd):

The results expected from your complaint:

Date Time Signature of the user or his authorized representative

Please send the completed form to:
Service quality and complaints commissioner
150, rue Saint-Thomas
Salaberry-de-Valleyfield (Québec) J6T 6C1
Email : insatisfactions-plaintes.ci/ssmo16@ssss.gouv.qc.ca
If you prefer by phone: 450 371-9920, extension 2280
(Toll free no: 1 800 694-9920, poste 2280)