Centre intégré de santé et de services sociaux de Lanaudière

Ouébec

Commissaire aux plaintes et à la qualité des services

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COMPLAINT FORM

User identification		
Last name:	First name:	
Address:		
City:	Postal code:	
The Home:	Date of birth:	
☎ Cell:	Hospital card no.:	
🕾 Work:	E-mail address:	

Identification of representative (if applicable)		
Last name:	First name:	
Address:		
City:	Postal code:	
The Home:	E-mail address:	
☎ Cell:	Relationship to the user:	
🕾 Work:		
Has the user been informed of the complaint being filed? Yes No		

Date and time of the incident:

Location of the incident and department involved (e.g., hospital, CLSC, residential centre, floor, etc.):

If the user is hospitalized or in a residential centre, indicate their room number:

First, we encourage you to discuss it with the manager in the sector where the incident occurred.

Did you make this approach?

Have you spoken to the manager of the sector involved about your dissatisfaction? \Box Yes \Box No

Until now, what actions were taken by the manager where the incident occurred?

When filing a complaint, you can contact the Centre d'assistance et d'accompagnement aux plaintes (CAAP), at 1-800-882-5622. The CAAP is a regional community organization, mandated by the ministère de la Santé et des Services sociaux to provide assistance and support during your complaint process. The services offered by the CAAP Lanaudière are free and confidential.

Nature of complaint		
STATEMENT OF FACTS		
(Additional pages can be added if needed)		

Expected res	sults by the us	er or representative
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Signature of the user or representative:

Date:

E-mail: plaintes.cissslan@ssss.gouv.qc.ca

Fax: 450 756-0598

Address:Service Quality and Complaints Commissioner
Centre intégré de santé et de services sociaux de Lanaudière
260 Lavaltrie Street S.
Joliette, Québec J6E 5X7

For information, please call 450 759-5333 or 1 800 229-1152, ext. 2133 (toll free).

Who can file a complaint? The user (or his representative) and the heir (or legal representative) of a deceased user.