****

COMPLAINT FORM

**Before submitting a complaint,**

**we suggest that you discuss the problem**

 **with the caregiver concerned or his/her superior.**

The information submitted is **CONFIDENTIAL.**

 **Identification of the user**

|  |
| --- |
| First name and family name  |
| Address   |
| Telephone no. (home) Cell.  |
| Location concerned Room number  |
| User’s record no. Date of birth  |

If, according to the law, the user is represented by someone in formulating this complaint, identification of the representative (other than a person who is assisting the user or a practitioner) is required:

 **Identification of the legal representative (if applicable)**

|  |
| --- |
| First name and family name   |
| Address City Postal Code  |
| Telephone no. (home) Cell.  |
| Relationship to the user Legal representative yes □ no □ |

 **The complaint – explain the motives which led to your dissatisfaction**

|  |
| --- |
|  |

**The complaint – explain the motives which led to your dissatisfaction (cont.)**

|  |
| --- |
|      If additional space is required, please use a blank sheet and attach to your request. |

**User’s expectations (if applicable)**

|  |
| --- |
|       |

 **Signature of the user or his/her representative**

\_     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ­­­­­­­­­­­­­­­­­­­ Date : \_     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**I would like to receive the conclusions by E-mail.**

E-mail: ­­­­­­­­­­­­­­­­­­\_     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Service Quality and Complaints Commissioner**

**E-mail : commissaire.cisssmc16@ssss.gouv.qc.ca**

**Fax : 450 462-7979**

**Mailing address : Service Quality and Complaints Commissioner**

 **CISSS de la Montérégie-Centre**

 **3120, boul. Taschereau**

 **Greenfield Park (Québec) J4V 2H1**

**Phone : 450 466-5434 or toll-free number 1 866 967-4825, extension 8884**

In order to examine your request, the team of the Complaints and Service Quality Commissioner may access personal information. It could also exchange, in a confidential manner, information concerning your request, with the people or authorities concerned.

All personal information contained in the file created by the office of the commissioner is only accessible to persons duly authorized to consult it, for whom knowledge of this information is necessary to the exercise of their functions.