



The home-support hours in my service plan have been cut.



I've been denied compensation, a pension, a permit, or a certificate.



My father lives in a CHSLD and isn't getting all the personal care he has the right to receive.



I want to report a misuse of public funds in a government agency.

USER-FRIENDLY

Online forms

protecteurducitoyen.qc.ca

By phone

Québec City: (418) 643-2688

Montréal: (514) 873-2032

Toll-free: 1-800-463-5070

Fax: 1-866-902-7130

In writing and in person by appointment

800, place D'Youville

19^e étage

Québec (Québec) G1R 3P4



protecteurducitoyen.qc.ca

ARE YOU HAVING A PROBLEM WITH A SERVICE FROM THE GOVERNMENT OF QUÉBEC?

Contact us!



PROTECTEUR
DU CITOYEN



The delays for finding out if I qualify for financial assistance are too long.



My business wasn't granted a tax credit.



I don't understand why my benefits decreased this month.



My manager recommended hiring a friend without first declaring the situation.

Does your problem concern a Government of Québec department or agency?

You can **file a complaint** with the Protecteur du citoyen. It ensures that the rights of people who interact with public services are upheld.

Does your problem concern the health and social services network?

- 1. First contact the **service quality and complaints commissioner of the integrated health and social services centre (CISSS/CIUSSS)** concerned.
- 2. The commissioner has 45 days to reply. If you're dissatisfied with the response, or if you haven't heard back after 45 days, contact the Protecteur du citoyen.

In an emergency, or if you fear reprisal, contact us.

Centres d'assistance et d'accompagnement aux plaintes (CAAP) can help you with the process.

Have you seen a troubling situation within the health and social services network?

Contact the Protecteur du citoyen directly to make a **report**.



Who can file a complaint?

Any individual, business, group, association or organization can file a complaint.

You can be represented or assisted by the person of your choice.

Independent

The Protecteur du citoyen is **independent** from the Government of Québec.

It's **neutral** and **doesn't take sides**.

Confidential

Your personal information is protected at all times. Only the people authorized because of their job have access to it.

The Protecteur du citoyen can't intervene if your complaint concerns:

- ◆ A federal government department, organization or agency
- ◆ A private company or merchant
- ◆ A municipality
- ◆ An educational institution
- ◆ A physician, a medical resident, a pharmacist or a dentist

The Protecteur du citoyen can't act to have a court ruling changed.

After receiving your complaint, the Protecteur du citoyen:

- ◆ Determines whether it can process the complaint.
- ◆ Lets you know whether it will investigate.
- ◆ Contacts the department, agency, body or institution you're having a problem with.
- ◆ Gets all useful information and documents.
- ◆ Informs you about the results of its investigation.
- ◆ Makes any recommendations needed to correct the situation.
- ◆ Checks that the changes have been made.

Free and easy-to-use services

The Protecteur du citoyen is **effective**.

Its recommendations are accepted 98% of the time.

CORRECTIONAL SERVICES

Do you feel that your rights or those of a detainee that you know haven't been respected?

File a complaint with the Protecteur du citoyen. As **Québec's correctional ombudsman**, it intervenes with the 18 provincial correctional facilities.

FIRST NATIONS AND INUIT

The Protecteur du citoyen assesses implementation of the calls for action of the Public Inquiry Commission on relations between Indigenous Peoples and certain public services in Québec.

Are you a member of the First Nations or Inuit?

To uphold your specific rights, the Protecteur du citoyen strives to develop **culturally safe services** so that it can better help you when you use its services.

DISCLOSURE: PUT YOUR TRUST IN US

Do you want to report an abuse, a fault or a serious breach?

You can make a **disclosure** to the Protecteur du citoyen with complete confidentiality.



The Protecteur du citoyen handles disclosures about **wrongdoings** concerning public bodies, for example:

- ◆ A government department or agency
- ◆ A school, CEGEP or university
- ◆ A hospital or CLSC
- ◆ A private seniors' residence or a public or private CHSLD under contract
- ◆ A childcare centre (CPE) or subsidized childcare service
- ◆ A government corporation

Do you believe you have experienced reprisal after disclosing wrongdoing to the Protecteur du citoyen or collaborating in one of its investigations? **You are protected against reprisals or threats of reprisals.**

When the Protecteur du citoyen handles your reprisal complaint, it offers a free mediation service. It can also represent you free of charge before the courts.

Reprisal is an offence and punishable by fines.

