

ARE YOUR RIGHTS BEING BREACHED?

File a complaint with the
Protecteur du citoyen.

1-800-361-5865

**INDEPENDENT
FREE
CONFIDENTIAL**

The Protecteur du citoyen
is Québec's correctional
ombudsman.

We handle complaints
about:

- ✓ The province's 18 correctional facilities;
- ✓ Courthouse holding cells;
- ✓ The Commission québécoise des libérations conditionnelles.



PROTECTEUR
DU CITOYEN



DOES YOUR PROBLEM CONCERN HEALTHCARE IN THE CORRECTIONAL FACILITY?

- 1 First contact the **service quality and complaints commissioner of the integrated health and social services centre (CISSS/CIUSSS)** for your correctional facility.
- 2 If you're dissatisfied with the commissioner's response, contact the **Protecteur du citoyen**.



We understand detention environments.

We handle your complaints independently and impartially and have extensive knowledge of the environment. We visit correctional facilities regularly. This means that we're particularly attentive to detainees' living conditions.



EXAMPLES OF SITUATIONS FOR WHICH WE CAN INTERVENE

- ✓ I've been placed in isolation without valid reason;
- ✓ I've been denied family visits;
- ✓ I'm not allowed my daily yard time;
- ✓ I've been denied access to a change of clothing;
- ✓ I've been subjected to repeated or unjustified strip searches;
- ✓ I'm unable to get the help I need for presenting a discharge plan;
- ✓ I've been deprived of activities in the living area due to prolonged confinement;
- ✓ Despite repeated requests, I don't have access to the internal complaint form and procedure.