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Results in numbers
for 2006-2007

98% OF THE QUÉBEC OMBUDSMAN'S RECOMMENDATIONS FOLLOWED

Québec City, June 7, 2007 – The Québec Ombudsman resolved 98% of substantiated cases it handled in 2006-2007. Its recommendations led departments and agencies of the Government of Québec, as well as health and social services network authorities, to recognize and redress the prejudice caused.

Over the last year, the Québec Ombudsman received 20,641 requests for services. It reviewed 8,040 complaints and reports totalling 9,214 grounds for complaint, which break down as follows:

Breakdown of grounds for complaint and reports reviewed		
	Number of Complaints and Reports	Grounds for Complaint
Public administration		
Complaints	7,644	8,500
Health and social services		
Complaints	324	557
Reports	72	157
Total	8,040	9,214

The Québec Ombudsman's reviews and investigations revealed that 26.3% of grounds for complaint regarding public administration were substantiated. For health and social services network authorities, 37% of grounds for complaint and reports were substantiated.

Six departments and agencies were the subject of 50 or more substantiated grounds for complaints.

	n	%
Ministère de la Sécurité publique	511	43.0
Société de l'assurance automobile du Québec	180	15.1
Revenu Québec	94	7.9
Commission de la santé et de la sécurité du travail	92	7.7
Ministère de l'Emploi et de la Solidarité sociale	78	6.6
Ministère de l'Éducation, du Loisir et du Sport	54	4.6
Subtotal	1,009	84.9
Departments and agencies that were the subject of fewer than 50 substantiated grounds for complaint	180	15.1
Total	1,189	100.0

In health and social services, once again this year hospital centres had the highest percentage of grounds for substantiated complaints.

Breakdown of substantiated grounds for complaint in health and social services by authority		
Authorities in the health and social services network	n	%
Hospital centres	74	39.8
Local community service centres (CLSCs)	40	21.5
Residential and long-term care centres	25	13.4
Youth centres	16	8.6
Rehabilitation centres	16	8.6
Community organizations	10	5.4
Pre-hospital emergency services	4	2.2
Regional agencies	1	0.5
Private nursing homes	-	-
Total	186	100.0

For all substantiated grounds for complaint, the Québec Ombudsman made 1,173 recommendations. Twenty per cent of these were collective in scope, so people who experienced the same problem as the complainant but did not contact the Québec Ombudsman benefited from the redress.

Number and scope of recommendations from the Québec Ombudsman					
	Individual Scope¹		Collective Scope²		
	n	%	n	%	
Public administration					
Complaints	886	93.2	65	6.8	951
Health and social services					
Complaints	49	23.7	158	76.3	207
Reports	2	13.3	13	86.7	15
			Total:		1,173
<p>1. Individual scope: the Québec Ombudsman obtained redress of the situation for the person who filed the complaint.</p> <p>2. Collective scope: the Québec Ombudsman ensured that people who did not use its services but who experienced the same problem as the complainant benefited from the redress.</p>					

Note that over 1,965 users of the health and social services network turned to the Québec Ombudsman to exercise their first-level recourse. The Québec Ombudsman directed them to the local or regional commissioner, as is appropriate, because it has second instance jurisdiction in this area. It believes that the large number of requests is attributable to the delay in implementing the complaint review system in the health and social services network, and the general misunderstanding of how it operates.

The Québec Ombudsman also directed 570 users to hospital centre review boards for physicians, dentists and pharmacists, as it does not have the power to intervene in the activities of these professionals.

– 30 –

Source: The Québec Ombudsman

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