

PRESS RELEASE

For immediate release

Québec Ombudsperson Raymonde Saint-Germain tours Saguenay–Lac-Saint-Jean Region

Québec City, November 11, 2009—Québec Ombudsperson Ms. Raymonde Saint-Germain is currently in the Saguenay–Lac-Saint-Jean region to discuss the role of the Québec Ombudsman and the services it provides the public.

Given the nature of the complaints submitted, the Québec Ombudsman paid special attention to certain regional issues and challenges, which helped determine the individuals and organizations to meet with. Priority issues include adult offender social reintegration and re-entry into the workforce, services to citizens living with mental illness, the unique situation of the Montagnais community of Mashteuiatsh, and the availability and quality of public services for young people and seniors.

What the Québec Ombudsman can do for Saguenay–Lac-Saint-Jean residents

Any citizen—whether an individual, group of people, association, organization, or business—who believes they have been treated unfairly or improperly by a Québec government ministry or agency can call on the Québec Ombudsman if they have already lodged a complaint with the local complaints and service quality commissioner of their regional health and social services agency or a local commissioner and are dissatisfied with the findings. However, any citizen who witnesses a situation they consider a threat to the integrity or safety of an individual or group of individuals, or who believes that reprisals may be taken against them, may report the situation to the Québec Ombudsman directly. You can contact the Québec Ombudsman toll free at **1-800-463-5070**.

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Source: Québec Ombudsman

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