

Other bodies

The Québec Ombudsman has jurisdiction to examine complaints from users who disagree with the conclusion of the regional service quality and complaints commissioner regarding a problem with a community organization, a pre-hospital emergency service or a regional agency. The Québec Ombudsman processed 36 complaints about these bodies, which are not public institutions under the law. The complaints involved a total of 53 grounds.

The following table shows the breakdown of grounds for complaint reviewed for these three types of bodies and the number of corrective measures developed for each.

Complaint Grounds	Number of Grounds*	Unsubstantiated Grounds	Substantiated Grounds	Number of Corrective Measures
Community organizations	21	11	10	18
Pre-hospital emergency services	27	23	4	4
Regional agencies	5	4	1	1
Total	53	38	15	23

COMMUNITY ORGANIZATIONS

Under *An Act respecting health services and social services*, a community organization is a legal person constituted under an Act of Québec for non-profit purposes. Its affairs are administered by a board of directors composed in the majority of users of the services offered by the organization or of members of the community served by the organization and its activities are related to the field of health and social services (article 334).

In 2006-2007, the Québec Ombudsman reviewed 9 complaints regarding community organizations. These complaints pointed to disrespectful attitudes of those involved in community organizations, poor quality food and ineffective rules and procedures for group living.

Complaints Reviewed by the Québec Ombudsman

Complaint Grounds	Number of Grounds*	Unsubstantiated Grounds	Substantiated Grounds	Number of Corrective Measures
Access to treatment and services	1	1	–	–
Clinical and professional aspects of treatment and services	3	1	2	9
Individual rights	1	1	–	–
Financial aspects	3	2	1	1
Interpersonal relations	4	1	3	3
Physical environment and resources	9	5	4	5
Total	21	11	10	18

* Excluding complaints whose processing was interrupted

PRE-HOSPITAL EMERGENCY SERVICES

In 2006-2007, the Québec Ombudsman reviewed 21 complaints regarding pre-hospital emergency services. These had mainly to do with ambulance service, generally about bills for ambulance transport. Clinical and professional aspects came second and mainly point to the inadequate application of protocols by ambulance technicians.

Complaint Grounds	Number of Grounds*	Unsubstantiated Grounds	Substantiated Grounds	Number of Corrective Measures
Access to treatment and services	2	2	–	–
Clinical and professional aspects of treatment and services	6	4	2	2
Individual rights	2	2	–	–
Financial aspects	15	14	1	1
Interpersonal relations	2	1	1	1
Physical environment and resources	–	–	–	–
Total	27	23	4	4

* Excluding complaints whose processing was interrupted

REGIONAL HEALTH AND SOCIAL SERVICES AGENCIES

While regional agencies do not provide services directly to users, they have certain specific responsibilities, such as the management of requests for admission to residential and long-term care centres, the application of the ministerial policy regarding moving users within their territory and the management of certain budgets for physical and financial assistance to users. In 2006-2007, the complaints about these agencies had mainly to do with financial matters. The dissatisfaction expressed had mainly to do with working conditions for employees who work under the *Chèque emploi service program*. In the regions where the Agency handles these complaints in the first instance, the time for ambulances to arrive also generated complaints.

In 2006-2007, the Québec Ombudsman reviewed 6 complaints regarding regional health and social services agencies.

Complaint Grounds	Number of Grounds*	Unsubstantiated Grounds	Substantiated Grounds	Number of Corrective Measures
Access to treatment and services	1	–	1	1
Clinical and professional aspects of treatment and services	–	–	–	–
Individual rights	–	–	–	–
Financial aspects	4	4	–	–
Interpersonal relations	–	–	–	–
Physical environment and resources	–	–	–	–
Total	5	4	1	1

* Excluding complaints whose processing was interrupted