

## APPENDIX 6

### GROUNDINGS OF COMPLAINTS REVIEWED IN THE HEALTH AND SOCIAL SERVICES FIELD, BY CATEGORY OF GROUNDINGS

Grounds	n
<b>Availability of services and care</b>	
- waiting time	42
- service delivery refused	16
- choice of establishment	9
- transfer	8
- choice of professional	9
- linguistic availability	5
- lack of services or resources	4
<b>Total</b>	<b>93 (16.7%)</b>
<b>Clinical and professional aspects of care and services</b>	
- treatment or intervention	84
- continuity	44
- technical and professional skills	25
- evaluation and professional judgment	21
<b>Total</b>	<b>174 (31.2%)</b>
<b>Individual rights</b>	
- droit de porter plainte	26
- dossier de l'utilisateur et dossier de plainte	25
- information adéquate	11
- consentement aux soins	5
- participation de l'utilisateur	1
- droit de recours	2
- droit à l'assistance	1
- autre	1
<b>Total</b>	<b>72 (12,9%)</b>
<b>Interpersonal relations</b>	
- right to file a complaint	17
- user file and complaint file	13
- adequate information	12
- consent for care	9
- user participation	6
- right of recourse	2
- right to assistance	1
- others	1
<b>Total</b>	<b>61 (11.0%)</b>

## Appendices

Motifs	n
<b>Financial factors</b>	
- room costs	17
- claim	12
- ambulance transportation costs	18
- financial and material assistance	6
- contribution to placement, accommodation	7
- fees for certain goods and services	6
- travelling expenses	12
- parking expenses	12
- medication costs	2
- non-resident billing	1
- special needs	1
- others	1
<b>Total</b>	<b>95 (17.1%)</b>
<b>Environment and material resources</b>	
- lifestyle rules and procedures	15
- security and protection	13
- comfort and convenience	7
- hygiene and salubrity	7
- space organization	7
- food services	5
- equipment and material	4
- clientele mix	2
<b>Total</b>	<b>60 (10.8%)</b>
<b>Other complaint grounds</b>	<b>2 (0.3%)</b>
<b>TOTAL OF ALL COMPLAINT GROUNDS</b>	<b>557<sup>1</sup> (100%)</b>

1/ This figure includes 58 grounds where the complaints were interrupted.