

## Appendix 1

### Definitions to better understand the data

**Body:** A department, government agency, health and social services network establishment (hospital, local community service center, youth center, nursing home and long-term care establishment, rehabilitation center), network agency (including community agencies under the Act respecting health services and social services), private home for the elderly, ambulance service company, or detention center.

**Collective scope:** The Québec Ombudsman ensures that persons who have not contacted it but are in a similar situation will benefit from the correction implemented.

**Complaint:** Dissatisfaction expressed by a citizen or group of citizens with regard to a service received or requested from a government official, department or agency, or member of the health and social services network over which the Québec Ombudsman has jurisdiction.

**Individual scope:** The Québec Ombudsman successfully resolves a situation for the individual who made an inquiry.

**Inquirer:** A person or group of persons who submits a complaint or report.

**Investigation interrupted:** The Québec Ombudsman, subsequent to its initial investigation, must interrupt its intervention for a reason provided for under the applicable legislation. An investigation can also be interrupted at the citizen's request or because a situation has been resolved in the interim.

**Recommendation:** Action requested of a body to remedy an injury.

**Report:** The act of apprising the Québec Ombudsman of a situation that compromises the health or well-being of one or more users of the health and social services network.

**Request for assistance and referral:** Request where the Québec Ombudsman cannot intervene, either because it involves a body over which it has no jurisdiction or because it is a matter in the private domain. All complaints regarding the health and social services network must first be submitted to the appropriate local or regional body. The Québec Ombudsman can therefore direct a user to the first level of assistance if this initial step has not been taken.

**Request for assistance:** Request where the Québec Ombudsman's actions involve helping a citizen or user successfully interact with a department, agency, or body in the health and social services network.

**Request for information:** Request for services where the Québec Ombudsman concludes that the citizen or user is simply asking for information.

**Request for services:** Any request submitted to the Québec Ombudsman for the purpose of obtaining information, a referral or assistance, or to submit a complaint or report.

**Request not completed by the citizen/user:** A request where three attempts to reach the citizen/user who made the inquiry with the Québec Ombudsman are unsuccessful.

**Request referred:** While investigating the grounds of a complaint, the Québec Ombudsman identifies a possible outside solution and directs the citizen to the appropriate body.

**Substantiated complaint:** Once the investigation is completed, it is shown that the citizen or user has been prejudiced. Whenever possible, the Québec Ombudsman submits recommendations to the body involved with the aim of correcting the situation.

**Unsubstantiated grounds:** Once the investigation is completed, it is shown that the citizen or user has not been prejudiced.