

## Appendix 3

### Sources of complaints and reports about health and social services, by the health and social service region of body involved<sup>1</sup>

Health and social services region	Population*		Complaints and reports	
	n	%	n	%
(01) Bas-Saint-Laurent	199,697	2.61	30	5.54
(02) Saguenay – Lac-Saint-Jean	273,209	3.58	16	2.95
(03) Capitale-Nationale	670,745	8.78	42	7.75
(04) Mauricie – Centre-du-Québec	484,523	6.34	30	5.54
(05) Estrie	304,624	3.99	18	3.32
(06) Montréal	1,909,203	25.00	170	31.37
(07) Outaouais	348,116	4.56	23	4.24
(08) Abitibi-Témiscamingue	142,290	1.86	17	3.14
(09) Côte-Nord	94,206	1.23	9	1.66
(10) Nord-du-Québec	14,645	0.19	4	0.74
(11) Gaspésie – Îles-de-la-Madeleine	93,851	1.23	32	5.90
(12) Chaudière-Appalaches	395,668	5.18	24	4.43
(13) Laval	370,956	4.86	15	2.77
(14) Lanaudière	421,923	5.52	18	3.32
(15) Laurentides	518,344	6.79	41	7.56
(16) Montérégie	1,370,828	17.95	53	9.77
(17) Nunavik	10,615	0.14	-	-
(18) Terres-Cries-de-la-Baie-James	14,254	0.19	-	-
<b>Total</b>	<b>7,637,697</b>	<b>100.00</b>	<b>542</b>	<b>100.00</b>

\* Source : Données populationnelles, ministère de la Santé et des Services sociaux du Québec, Service du développement de l'information (SDI), juillet 2007.

1. Deemed under its jurisdiction upon receipt