

Appendix 5

Substantiated complaints against the public service, by category*

Complaint category	n
Other	20
Other	20
Programs and services	506
Coordination, consistency of services, certificates, permits	9
Information/Wait time for response to an information request	5
Information/Quality, availability, inexistence	27
Subject of general interest/Criteria and standards	6
Subject of general interest/Inaction, slowness	3
Subject general interest/Outlook and decision	1
Complaint management mechanisms/Attitude and conduct	2
Complaint management mechanisms/Communication	7
Complaint management mechanisms/Complaint investigation	5
Complaint management mechanisms/Failure to follow rules and procedures	35
Human Resources/Attitude and conduct	16
Human Resources/Competencies and skills	2
Processing/Absence of programs or services	2
Processing/Enforcement of rules and procedures	37
Processing/Unjustified written decision	3
Processing/Telephone wait time	17
Processing/Program admission wait time	25
Processing/Permit, certificate, authorization, or card issuance wait time	7
Processing/Wait time to obtain a document	10
Processing/Wait time for a hearing, mediation, processing, meeting	29
Processing/Wait time (other)	101
Processing/Requirements, conditions	25
Processing/Inaction (other than wait time)	61
Processing/Failure to comply with a decision, agreement, judgment	12
Processing/Refusal of admission to a program	6
Processing/Refusal to issue a permit, certificate, authorization, card	13
Processing/Refusal to provide a document	4
Processing/Refusal of a hearing, mediation, processing, meeting	3
Processing/Refusal (other)	10

Complaint category		n
Processing/Revocation, suspension		2
Processing/File retention or management (loss, error, etc.)		19
Other		2
Clinical aspects	Total	141
Access to care and services/Lack of access		6
Access to care and services/Wait times		35
Access to care and services/Refusal of service		1
Rights/Information		2
Clinical assessment, professional judgment		1
Treatment, care/Therapeutic approach		1
Treatment, care/Restraint, isolation		1
Treatment, care/Continuity		41
Treatment, care/Medication		40
Treatment, care/Protective custody		1
Treatment, care/Organization of care and treatment		2
Treatment, care/Care, treatment, and intervention plans		7
Treatment, care/Psychosocial services		1
Treatment, care/Monitoring, supervision		1
Other		1
Financial aspects	Total	302
Damages, compensation/Wait time		28
Damages, compensation/Amount		2
Damages, compensation/Refusal		12
Benefits, compensation, pensions/Cessation, interruption		49
Benefits, compensation, pensions/Wait time		60
Benefits, compensation, pensions/Amount		27
Benefits, compensation, pensions/Refusal		20
Government or institutional claim/Wait time		6
Government or institutional claim/Recovery method		21
Government or institutional claim/Amount		13
Government or institutional claim/Refusal to pay		22
Citizen reimbursement, aid, credit/Wait time		13
Citizen reimbursement, aid, credit/Amount		7

Complaint category	n
Citizen reimbursement, aid, credit/Refusal	12
Citizen reimbursement, aid, credit/Withheld, attached	4
Other	6
Environment and living environment	Total 208
Language access	1
Physical access	1
Food/Diet	4
Food/Food service organization	2
Food/Quantity, quality, variety	1
Supplies and equipment/Availability, mechanical failure	5
Supplies and equipment/Quality	1
Spatial organization/Adaptation, facilities management	7
Spatial organization/Client diversity	1
Living environment rules/Communications	8
Living environment rules/Personal and cafeteria expenses	28
Living environment rules/Lifestyle	39
Living environment rules/Disciplinary and administrative action	16
Living environment rules/Activities program	1
Living environment rules/Outings and visits	24
Security and protection/Possessions, facilities	4
Security and protection/Personal	7
Transfer, relocation/Wait time	16
Transfer, relocation/Refusal	20
Transfer, relocation/Methods	18
Other	4
Grand total	1,177

* The term "Complaint grounds" used in the 2006–2007 annual report has been replaced by "Complaints."