

Appendix 6

Breakdown of health and social services complaints investigated, by entity*

Health and social services network entity	Inquirers	Complaints	% of complaints
Hospital centers	164	272	42.97
Local community service centers	75	103	16.27
Nursing homes and long-term care facilities	38	72	11.38
Rehabilitation centers	26	39	6.16
Youth centers	57	102	16.11
Health and social services network agencies	15	18	2.84
Community organizations	6	12	1.90
Private nursing homes	1	1	0.16
Emergency prehospital services	13	14	2.21
Total	395	633	100.00

* The term "Complaint grounds" used in the 2006–2007 annual report has been replaced by "Complaints."

Appendix 7

Breakdown of health and social services reports investigated, by entity

Health and social services network entity	Inquirers	Reports	% of reports
Hospital centers	3	6	33.33
Local community service centers	1	2	11.11
Nursing homes and long-term care facilities	7	9	50.00
Rehabilitation centers	1	1	5.56
Youth centers	-	-	-
Health and social services network agencies	-	-	-
Community organizations	-	-	-
Private nursing homes	-	-	-
Emergency prehospital services	-	-	-
Total	12	18	100.00