

Appendix 8

Substantiated health and social services complaints, by category *

Category of complaint	n
Programs and services	Total 52
Coordination, consistency of services, certificates, permits	2
Information/Quality, availability, inexistence	2
Complaint management mechanisms/Communication	1
Complaint management mechanisms/Complaint investigation	3
Complaint management mechanisms/Failure to follow rules and procedures	4
Human Resources/Attitude and conduct	14
Human Resources/Competencies and skills	4
Subject of general interest/Inaction, slowness	1
Processing/Absence of programs or services	4
Processing/Enforcement of rules and procedures	5
Processing/Wait time (other)	3
Processing/Program admission wait time	4
Processing/Failure to comply with a decision, agreement, judgment	1
Processing/Refusal of admission to a program	1
Processing/File retention or management (loss, error, etc.)	2
Other	1
Clinical aspects	Total 101
Access to care and services/Absence	1
Access to care and services/Wait time	18
Access to care and services/Refusal	2
Rights/Access to curatorship	1
Rights/Consent to care	2
Rights/Information	9
Rights/Rights and recourse	1
Clinical assessment, professional judgment	9
Treatment, care/Assistance, counseling	1
Treatment, care/Enforcement, revision of methods	2
Treatment, care/Therapeutic approach	3
Treatment, care/Restraint, isolation	3
Treatment, care/Continuity	9
Treatment, care/Medication	3

Category of complaint	n
Treatment, care/Organization of care and treatment	6
Treatment, care/Care, treatment, and intervention plans	9
Treatment, care/Clinical procedures and protocols	8
Treatment, care/Psychosocial services	1
Treatment, care/Custodial care (ADL, DADL)	5
Treatment, care/Physical care	3
Treatment, care/Monitoring, supervision	2
Other	3
Financial aspects	Total
	28
Government or institutional claim/Amount	3
Government or institutional claim/Refusal to pay	14
Citizen reimbursement, aid, credit/Amount	1
Citizen reimbursement, aid, credit/Refusal	8
Other	2
Environment and living environment	Total
	17
Physical access	2
Supplies and equipment/Availability, mechanical failure	1
Spatial organization/Client diversity	1
Living environment rules/Disciplinary and administrative action	1
Living environment rules/Activities program	2
Living environment rules/Outings and visits	4
Security and protection/Possessions, facilities	2
Security and protection/Personal	4
	Grand total
	198

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