

Highlights

The three main grounds for complaint in 2008-2009

Most of the complaints received were concerned with delays, monies owed by the State, and failure to coordinate programs and services. [P. 113](#)

Complaint statistics

- The Québec Ombudsman intervened with 60 Government departments and agencies, and with 180 health and social service institutions.
- 21,330 citizens contacted the Québec Ombudsman this year, which constitutes a 5.7% increase of the total number of applications in comparison with last year.
- The number of applications relating to health and social services increased (+ 68,27%).
- The number of applications relating to the public service decreased (- 0.92%). [P. 109](#)

Penalty and interest charges

A number of collective gains were obtained from Revenu Québec. [P. 30](#)

Tax credit for home care of seniors

Unacceptable delays were eventually corrected. [P. 32](#)

Directeur de l'état civil

Thanks to two interventions by the Québec Ombudsman, the registers used to issue birth certificates are now more complete. [P. 33](#)

Social reinsertion of inmates

There is still a gap between the words and actions of the Ministère de la Sécurité publique. [P. 18](#)

Société de l'assurance automobile du Québec

This year, the SAAQ resolved some major problems, but the time taken to issue medical opinions is still unreasonable. [P. 37](#)

Commission de la santé et de la sécurité du travail

The Québec Ombudsman observed an increase of 27% in the number of substantiated complaints about processing delays for compensation payable to workplace accident victims. [P. 45](#)

Child and youth protection

Domestic and international adoption: Double standards were observed in the services available to parents. [P. 57](#)

Rehabilitation centres

Users on waiting lists no longer receive services, and wait times can be up to four years. [P. 60](#)

Residential and long-term care facilities

There are a number of unacceptable situations, in particular with regard to user care. [P. 63](#)

Certification of private residences providing accommodation for vulnerable individuals

There is an urgent need for mandatory certification. Otherwise, there is no guarantee that residence owners will comply with quality standards. [P. 70](#)

Excessive delays in hospital emergency rooms

The Ministère de la Santé et des Services sociaux must find solutions other than hospital emergency rooms to meet the needs of users whose condition is not urgent. [P. 73](#)

Pilot agreement for the provision of public professional services in a private clinic

Users must have the same rights and receive the same quality of care regardless of whether they are treated in a public institution or a private clinic. [P. 76](#)

Payment of dental care expenses during cancer treatment

Starting on April 1, 2009, the health and social services network's ten radiation oncology centres will pay all fees relating to the treatment of mouth and throat cancer. [P. 78](#)

Mental Health Action Plan

The rights of people suffering from mental health problems are not always upheld in all institutions. [P. 86](#)

The Curateur public du Québec

It takes an average of 111 days to open a protective program for incapacitated individuals. [P. 93](#)