

RESULTS IN FIGURES

This chapter presents information on the actions of the Québec Ombudsman pursuant to the two pieces of legislation that govern it, namely the Public Protector Act and the Act respecting the Health and Social Services Ombudsman¹. In the health and social service sector, the Québec Ombudsman, in all but a handful of exceptional cases, is the second line of recourse for users who are dissatisfied with decisions made by local or regional commissioners. The Québec Ombudsman may also act on its own initiative where it feels this would be appropriate.

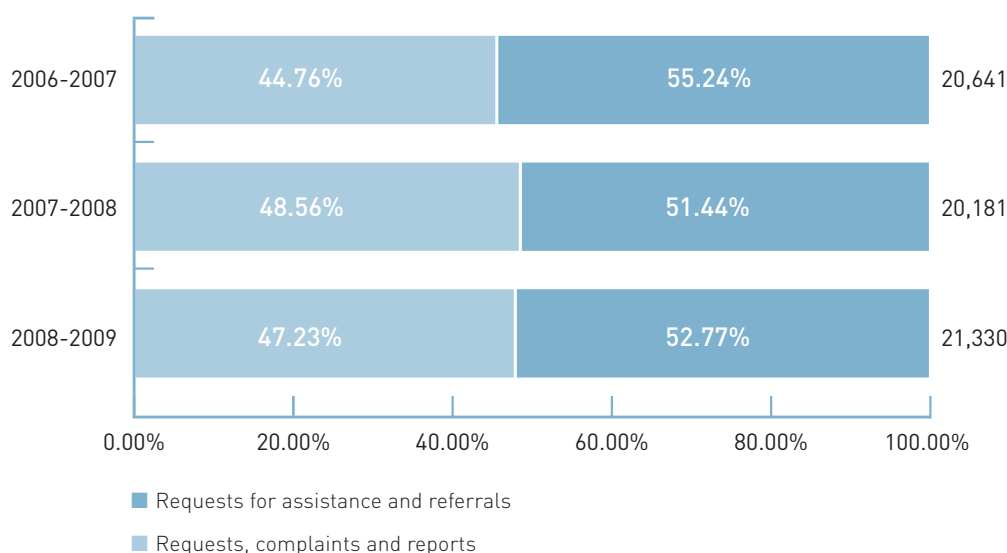
The Québec Ombudsman has the power to make recommendations. Although the entities under its jurisdiction agree to and implement virtually all recommendations, the Québec Ombudsman closes a file only when it is sure the measures identified as a result of its recommendations have been implemented, or where the entity in question has refused a recommendation for good cause.

The statistics presented in this chapter cover only those requests for service that have completed all steps in the process, including implementation follow-up. They are referred to as “requests investigated”. Individual problems and situations used as illustrations may, however, relate to files that are still at the implementation follow-up stage.

In 2008-2009, the Québec Ombudsman intervened with:

- 60 government departments and agencies, or 70% of the 86 departments and agencies over which it has jurisdiction;
- 180 of the 312 bodies in the health and social services network, or 58% of the total number of bodies².

REQUESTS RECEIVED



The total demand increased by 5.7%

¹ S. 38: of the Act respecting the Health and Social Services Ombudsman requires separate reports on complaints and reports.

² The term “body” is defined in the Appendix (P.140).

Health and social services

- An increase of 68.27% in the number of requests, complaints and reports received (from 542 in 2007-2008 to 912 in 2008-2009).
- 1,086 complaints (64.30% more than in 2007-2008) and 88 reports (214.29% more than in 2007-2008) recorded.

Public service

Reduction of 0.92% in the number of requests received (from 9,264 in 2007-2008 to 9,179 in 2008-2009).

The number of requests declined the most for the following government departments and agencies:

| Departments and Agencies | Requests Received | | Variation |
|---|-------------------|-----------|-----------|
| | 2007-2008 | 2008-2009 | Number |
| Ministère de la Sécurité publique | 3,547 | 3,359 | -188 |
| Ministère de l'Éducation, du Loisir et du Sport | 302 | 239 | -63 |
| Ministère de la Justice ¹ | 108 | 55 | -53 |
| Société de l'assurance automobile du Québec | 956 | 924 | -32 |

The number of requests relating to the following government departments and agencies increased:

| Departments and Agencies | Requests Received | | Variation |
|---|-------------------|-----------|-----------|
| | 2007-2008 | 2008-2009 | Number |
| Régie de l'assurance maladie du Québec | 224 | 316 | + 92 |
| Services Québec ¹ | 4 | 47 | + 43 |
| Régie du logement | 136 | 166 | + 30 |
| Commission des lésions professionnelles | 62 | 84 | + 22 |

PERCENTAGE OF SUBSTANTIATED COMPLAINTS

| | 2006-2007 | 2007-2008 | 2008-2009 |
|----------------------------|-----------|-----------|-----------|
| Public service | 26.30% | 25.17% | 24.00% |
| Health and social services | 37.00% | 37.58% | 34.82% |

¹The Directeur de l'état civil has been under the authority of Services Québec since April 1, 2008.

VARIATION IN THE NUMBER OF SUBSTANTIATED COMPLAINTS

The following table presents the number of substantiated complaints and compares it to the number of complaints that were investigated in full to see whether or not they were substantiated. Redirected and interrupted complaints are excluded from the total.

Government departments and agencies that were the subject of at least 15 substantiated complaints have been retained for the purposes of the table.

| Departments and Agencies | Substantiated / Complete investigation 2006-2007 | Substantiated / Complete investigation 2007-2008 | Substantiated / Complete investigation 2008-2009 | Increase or decrease |
|---|--|--|--|----------------------|
| Commission de la santé et de la sécurité du travail | 92 / 312 | 80 / 357 | 69 / 333 | ↓ |
| Curateur public | 27 / 126 | 20 / 83 | 22 / 130 | ↑ |
| Ministère de la Sécurité publique | 511 / 1,599 | 499 / 1,497 | 412 / 1,302 | ↓ |
| Ministère de l'Éducation, du Loisir et du Sport | 54 / 164 | 35 / 218 | 31 / 163 | ↓ |
| Ministère de l'Emploi et de la Solidarité sociale | 78 / 579 | 40 / 468 | 70 / 452 | ↑ |
| Ministère du Revenu | 94 / 462 | 111 / 487 | 119 / 571 | ↑ |
| Régie de l'assurance maladie du Québec | 11 / 143 | 16 / 137 | 29 / 174 | ↑ |
| Régie des rentes du Québec | 22 / 118 | 22 / 152 | 30 / 177 | ↑ |
| Régie du logement | 17 / 49 | 23 / 60 | 26 / 75 | ↑ |
| Société de l'assurance automobile du Québec | 180 / 528 | 245 / 881 | 233 / 918 | ↓ |

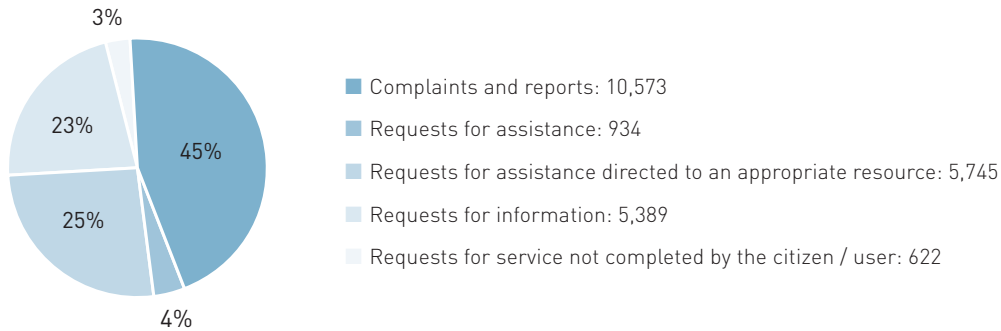
COMPLAINTS, REPORTS AND REQUESTS FOR ASSISTANCE INVESTIGATED

Compared to last year, the number of requests – complaints, reports and requests for assistance – that were investigated increased by 1,021 in total, or 9.7%.

| 2006-2007 | 2007-2008 | 2008-2009 |
|---|---|--|
| 9,214 complaints and reports 684 requests for assistance | 9,709 complaints and reports 777 requests for assistance | 10,573 complaints and reports 934 requests for assistance |
| 9,898 | 10,486 | 11,507 |

REQUESTS FOR SERVICE INVESTIGATED

The following table presents a detailed profile of the requests for service that were investigated. Complaints and reports account for 45% of the total effort, a figure that has remained steady since 2006.



Other sectors of the public service

Complaints were also made about other government agencies, and in some cases the Québec Ombudsman was unable to redirect the people concerned to an independent body. Most of these complaints concerned Hydro-Québec (171).

Approximately 40% of the requests relating to Hydro-Québec related to invoicing problems, followed by payment agreements, service interruptions, general service access problems (e.g. installation delays, defective meters), and the difficulty of speaking in person to an agent.

In addition, people who contact Hydro-Québec were usually dissatisfied with the agency's customer service, believing that it simply repeated information without making an effort to understand the specific problem.

TYPES OF PREJUDICE SUFFERED BY CITIZENS

For citizens who contact the Québec Ombudsman with substantiated complaints, prejudice was either financial or related to waiting times for program admission, issuing of permits or access to services.

| Type of complaint | Alleged grounds% | % of substantiated complaints |
|--|------------------|-------------------------------|
| Money owed by the State | 33.45 | 20.91 |
| Waiting times | 14.24 | 36.76 |
| Information and communication problems | 3.04 | 40.00 |
| Failure to respect citizens' rights | 3.81 | 25.82 |
| Deficient behaviour, skills or competencies on the part of human resources | 0.94 | 20.00 |
| Care access problem | 5.91 | 37.23 |
| Uncoordinated services or programs | 28.88 | 16.75 |
| Problems relating to the environment or living conditions | 9.52 | 24.40 |
| Others | 0.21 | 10.00 |
| Total | 100.00 | - |

BREAKDOWN OF SUBSTANTIATED COMPLAINTS AND REPORTS IN HEALTH AND SOCIAL SERVICES, BY CATEGORY

| Complaint and report categories | 2008-2009 |
|-----------------------------------|------------|
| Programs and services | 80 |
| Clinical aspects | 137 |
| Financial aspects | 20 |
| Environment and living conditions | 21 |
| Total | 258 |

FOLLOW-UP TO THE QUÉBEC OMBUDSMAN'S RECOMMENDATIONS

| | 2006-2007 | | 2007-2008 | | 2008-2009 | |
|--------------------------------------|-----------|---------|-----------|---------|-----------|---------|
| | Accepted | Refused | Accepted | Refused | Accepted | Refused |
| Public service | 98.50% | 1.50% | 98.53% | 1.47% | 99.36% | 0.64% |
| Health and social services | 98.00% | 2.00% | 98.41% | 1.59% | 98.98% | 1.02% |
| Health and social services (reports) | 100.00% | 0% | 100.00% | 0% | 100.00% | 0% |

STATUS OF CITIZENS' REQUESTS

| | 2006-2007 | 2007-2008 | 2008-2009 |
|--|-----------|-----------|-----------|
| Implementation follow-up as of April 1 (Beginning of the year) | 5 | 29 | 65 |
| Requests under investigation as of April 1 (Beginning of the year) | 976 | 1,286 | 1,492 |
| New requests received | 20,641 | 20,181 | 21,330 |
| Requests investigated | 20,487 | 19,939 | 21,726 |
| Requests under investigation as of March 31 (End of the year) | 1,106 | 1,492 | 1,087 |
| Implementation follow-up as of March 31 (End of the year) | 29 | 65 | 74 |

INVESTIGATED COMPLAINTS BY GOVERNMENT DEPARTMENT AND AGENCY, BY INVESTIGATION OUTCOME

| Departments and agencies / Components | Complaints received | Requests investigated | Complaints | | | | |
|--|------------------------|--------------------------|------------|-------------|----------------------|---------------|-------|
| | | | Redirected | Interrupted | Not substantiated | Substantiated | Total |
| Agence de l'efficacité énergétique | 4 | 1 | - | 1 | - | - | 1 |
| National Assembly | 2 | 2 | 1 | - | 1 | - | 2 |
| Autorité des marchés financiers | 10 | 7 | 1 | - | 6 | - | 7 |
| Bureau d'audiences publiques sur l'environnement | 2 | 2 | 1 | 1 | - | - | 2 |
| Bureau de décision et de révision en valeurs mobilières | - | - | - | - | - | - | - |
| Centre de services partagés du Québec | 6 | 11 | - | 8 | 2 | 1 | 11 |
| Comité consultatif de lutte contre la pauvreté et l'exclusion sociale | - | - | - | - | - | - | - |
| Comité de déontologie policière | 1 | - | - | - | - | - | - |
| Commissaire à la déontologie policière | 85 | 73 | 1 | 53 | 29 | 2 | 85 |
| Commissaire à la santé et au bien-être | - | - | - | - | - | - | - |
| Commissaire au lobbying | - | - | - | - | - | - | - |
| Commission administrative des régimes de retraite et d'assurances | 40 | 45 | - | 20 | 19 | 9 | 48 |
| Commission consultative de l'enseignement privé | - | - | - | - | - | - | - |
| Commission d'accès à l'information | 32 | 32 | - | 11 | 8 | 13 | 32 |
| Commission de la fonction publique du Québec | 4 | 2 | - | - | 2 | 1 | 3 |
| Commission de la qualité de l'environnement Kativik | - | - | - | - | - | - | - |
| Commission de la santé et de la sécurité du travail | - | - | - | - | - | - | - |
| Workers compensation and rehabilitation | 675 | 547 | 11 | 356 | 216 | 51 | 634 |
| Crime victims compensation Directorate | 109 | 97 | 2 | 59 | 42 | 13 | 116 |
| General | 56 | 24 | 1 | 15 | 6 | 5 | 27 |
| Commission de l'équité salariale | 4 | 3 | - | 3 | - | - | 3 |
| Commission de protection du territoire agricole du Québec | 9 | 4 | - | 3 | 1 | - | 4 |
| Commission des lésions professionnelles | 86 | 75 | - | 70 | 5 | 2 | 77 |
| Commission des normes du travail | 70 | 47 | - | 25 | 26 | 1 | 52 |
| Commission des relations de travail | 22 | 16 | - | 10 | 6 | - | 16 |

INVESTIGATED COMPLAINTS BY GOVERNMENT DEPARTMENT AND AGENCY, BY INVESTIGATION OUTCOME

| Departments and agencies / Components | Complaints received | Requests investigated | Complaints | | | | |
|--|------------------------|--------------------------|------------|-------------|----------------------|---------------|-------|
| | | | Redirected | Interrupted | Not substantiated | Substantiated | Total |
| Commission des transports du Québec | - | 2 | - | 1 | - | 1 | 2 |
| Commission d'évaluation de l'enseignement collégial | - | - | - | - | - | - | - |
| Commission municipale du Québec | - | - | - | - | - | - | - |
| Commission québécoise des libérations conditionnelles | 27 | 20 | 1 | 11 | 9 | 1 | 22 |
| Conseil consultatif de la lecture et du livre | - | - | - | - | - | - | - |
| Conseil consultatif du travail et de la main-d'oeuvre | - | - | - | - | - | - | - |
| Conseil de gestion de l'assurance parentale | - | - | - | - | - | - | - |
| Conseil de la famille et de l'enfance | - | - | - | - | - | - | - |
| Conseil de la justice administrative | - | - | - | - | - | - | - |
| Conseil de la magistrature | 1 | 1 | - | 1 | - | - | 1 |
| Conseil de la science et de la technologie | - | - | - | - | - | - | - |
| Conseil de surveillance des activités de la Sûreté du Québec | - | - | - | - | - | - | - |
| Conseil des aînés | - | - | - | - | - | - | - |
| Conseil des relations interculturelles | - | - | - | - | - | - | - |
| Conseil du statut de la femme | 1 | 1 | - | - | 1 | - | 1 |
| Conseil permanent de la jeunesse | - | - | - | - | - | - | - |
| Conseil supérieur de la langue française | - | - | - | - | - | - | - |
| Conseil supérieur de l'éducation | - | - | - | - | - | - | - |
| Coroner | 10 | 10 | - | 5 | 4 | 1 | 10 |
| Curateur public | 191 | 178 | 3 | 102 | 108 | 22 | 235 |
| Directeur des poursuites criminelles et pénales | - | - | - | - | - | - | - |
| Fonds d'aide aux recours collectifs | - | - | - | - | - | - | - |
| Fonds d'assurance-prêts agricoles et forestiers | 1 | 1 | - | - | - | 2 | 2 |
| Institut de la statistique du Québec | - | - | - | - | - | - | - |
| Institut du tourisme et de l'hôtellerie du Québec | - | - | - | - | - | - | - |
| La Financière agricole du Québec | 17 | 16 | - | 5 | 8 | 3 | 16 |
| Ministère de la Culture, des Communi- cations et de la Condition féminine | 4 | 4 | - | 1 | 3 | - | 4 |
| Ministère de la Famille et des Aînés | 38 | 32 | 2 | 18 | 9 | 5 | 34 |

INVESTIGATED COMPLAINTS BY GOVERNMENT DEPARTMENT AND AGENCY, BY INVESTIGATION OUTCOME

| Departments and agencies / Components | Complaints received | Requests investigated | Complaints | | | | Total |
|---|------------------------|--------------------------|------------|-------------|----------------------|---------------|-------|
| | | | Redirected | Interrupted | Not substantiated | Substantiated | |
| Ministère de la Justice | 58 | 47 | 4 | 21 | 17 | 8 | 50 |
| Ministère de la Santé et des Services sociaux | 20 | 24 | 3 | 10 | 9 | 3 | 25 |
| Ministère de la Sécurité publique | - | - | - | - | - | - | - |
| Correctional Services | 3,703 | 3,316 | 1,344 | 1,076 | 884 | 412 | 3,716 |
| Civil protection | 2 | 4 | - | 2 | 2 | - | 4 |
| General | 17 | 10 | 1 | 5 | 4 | - | 10 |
| Ministère de l'Agriculture, des Pêcheries et de l'Alimentation | 36 | 20 | 1 | 13 | 9 | 1 | 24 |
| Ministère de l'Éducation, du Loisir et du Sport | - | - | - | - | - | - | - |
| Education | 75 | 75 | 4 | 41 | 26 | 11 | 82 |
| Aide financière aux études (Financial assistance) | 162 | 134 | - | 15 | 106 | 20 | 141 |
| General | 12 | 1 | 1 | - | - | - | 1 |
| Ministère de l'Emploi et de la Solidarité sociale | - | - | - | - | - | - | - |
| Social solidarity | 898 | 705 | 58 | 286 | 324 | 41 | 709 |
| Employment | 77 | 72 | 5 | 34 | 29 | 4 | 72 |
| Régime québécois d'assurance parentale (RQAP) | 59 | 56 | - | 16 | 24 | 16 | 56 |
| General | 116 | 16 | 1 | 1 | 5 | 9 | 16 |
| Ministère de l'Immigration et des Communautés culturelles | 27 | 23 | 1 | 11 | 8 | 3 | 23 |
| Ministère des Affaires municipales, des Régions et de l'Occupation du territoire | 39 | 28 | - | 5 | 21 | 3 | 29 |
| Ministère des Finances | 33 | 31 | - | 7 | 23 | 1 | 31 |
| Ministère des Relations internationales | - | - | - | - | - | - | - |
| Ministère des Ressources naturelles et de la Faune | 49 | 44 | 7 | 12 | 28 | 2 | 49 |
| Ministère des Services gouvernementaux | - | 1 | - | 1 | - | - | 1 |
| Ministère des Transports | 43 | 47 | 3 | 19 | 18 | 12 | 52 |
| Ministère du Conseil exécutif | 1 | 1 | - | 1 | - | - | 1 |
| Ministère du Développement durable, de l'Environnement et des Parcs | 41 | 33 | 2 | 10 | 20 | 1 | 33 |
| Ministère du Développement économique, de l'Innovation et de l'Exportation | 2 | 1 | - | - | 1 | - | 1 |

INVESTIGATED COMPLAINTS BY GOVERNMENT DEPARTMENT AND AGENCY, BY INVESTIGATION OUTCOME

| Departments and agencies / Components | Complaints received | Requests investigated | Complaints | | | | |
|--|------------------------|--------------------------|--------------|--------------|----------------------|---------------|--------------|
| | | | Redirected | Interrupted | Not substantiated | Substantiated | Total |
| Ministère du Revenu du Québec | - | - | - | - | - | - | - |
| Taxation | 688 | 591 | 20 | 197 | 328 | 87 | 632 |
| Support-payment collection program | 137 | 152 | 1 | 28 | 110 | 23 | 162 |
| Direction générale des biens non réclamés (unclaimed property) | 14 | 13 | - | 6 | 6 | 3 | 15 |
| Registraire des entreprises | 13 | 13 | - | 1 | 8 | 6 | 15 |
| General | 67 | 4 | - | 4 | - | - | 4 |
| Ministère du Tourisme | 1 | 2 | - | - | 1 | 1 | 2 |
| Ministère du Travail | 5 | 5 | 1 | 2 | 1 | 1 | 5 |
| Office de la protection du consommateur | 21 | 20 | - | 12 | 6 | 2 | 20 |
| Office des personnes handicapées du Québec | 6 | 6 | - | 3 | 3 | - | 6 |
| Office des professions du Québec | 26 | 21 | 1 | 8 | 10 | 6 | 25 |
| Office québécois de la langue française | 6 | 2 | - | - | 2 | - | 2 |
| Régie de l'assurance maladie du Québec | 318 | 203 | - | 34 | 145 | 29 | 208 |
| Régie des alcools, des courses et des jeux | 4 | 3 | - | 2 | 1 | - | 3 |
| Régie des marchés agricoles et alimentaires du Québec | 1 | 1 | - | 1 | - | - | 1 |
| Régie des rentes du Québec | 265 | 256 | 2 | 91 | 147 | 30 | 270 |
| Régie du bâtiment du Québec | 28 | 23 | 2 | 4 | 11 | 6 | 23 |
| Régie du cinéma | 2 | 2 | - | 1 | - | 1 | 2 |
| Régie du logement | 175 | 137 | 4 | 68 | 49 | 26 | 147 |
| Secrétariat du Conseil du trésor | - | 2 | - | 1 | 1 | - | 2 |
| Services Québec | - | - | - | - | - | - | - |
| Directeur de l'état civil (DEC) | 41 | 39 | 1 | 15 | 22 | 6 | 44 |
| General | 7 | 7 | - | 5 | 2 | - | 7 |
| Société de l'assurance automobile du Québec | - | - | - | - | - | - | - |
| Compensation for road accident victims | 804 | 483 | 3 | 153 | 449 | 175 | 780 |
| Highway safety code | 375 | 355 | 5 | 71 | 236 | 58 | 370 |
| General | 47 | - | - | - | - | - | - |
| Société d'habitation du Québec | 24 | 22 | - | 9 | 13 | - | 22 |
| Tribunal administratif du Québec | 57 | 45 | - | 37 | 9 | 6 | 52 |
| Vérificateur général du Québec | - | - | - | - | - | - | - |
| Total | 10,109 | 8,349 | 1,499 | 3,118 | 3,629 | 1,146 | 9,392 |

INVESTIGATED HEALTH AND SOCIAL SERVICES COMPLAINTS AND REPORTS, BY MISSION AND BY INVESTIGATION OUTCOME

| Health and social services network missions | Received | Applications investigated | Complaints and reports | | | | |
|---|--------------|---------------------------|------------------------|-------------|-------------------|---------------|--------------|
| | | | Redirected | Interrupted | Not substantiated | Substantiated | Total |
| Hospitals | 480 | 371 | 29 | 164 | 163 | 147 | 503 |
| Residential and long-term care centres | 136 | 88 | 8 | 36 | 51 | 26 | 121 |
| Local community service centres (CLSCs) | 162 | 151 | 15 | 57 | 70 | 41 | 183 |
| Rehabilitation centres | 75 | 40 | 2 | 15 | 23 | 14 | 54 |
| Child and youth protection centres | 174 | 134 | 7 | 69 | 105 | 9 | 190 |
| Health and social services agencies | 92 | 67 | 14 | 20 | 37 | 12 | 83 |
| Community organizations | 5 | 2 | - | - | 4 | 2 | 6 |
| Private nursing homes | 4 | 3 | - | 2 | 12 | 5 | 19 |
| Prehospital emergency services | 25 | 19 | - | 2 | 18 | 2 | 22 |
| Not stipulated | 21 | - | - | - | - | - | - |
| Total | 1,174 | 875 | 75 | 365 | 483 | 258 | 1,181 |

SOURCE OF PUBLIC SERVICE REQUESTS RECEIVED, BY ADMINISTRATIVE REGION OF APPLICANT

| Administrative Region | Population* | | Applicants | |
|--------------------------------------|------------------|------------|--------------|------------|
| | Number | % | Number | % |
| (01) Bas-Saint-Laurent | 202,068 | 2.61 | 257 | 2.80 |
| (02) Saguenay – Lac-Saint-Jean | 274,919 | 3.55 | 231 | 2.52 |
| (03) Capitale-Nationale | 680,074 | 8.77 | 1,493 | 16.27 |
| (04) Mauricie | 262,152 | 3.38 | 414 | 4.51 |
| (05) Estrie | 304,702 | 3.93 | 389 | 4.24 |
| (06) Montréal | 1,877,693 | 24.23 | 2,837 | 30.91 |
| (07) Outaouais | 351,964 | 4.54 | 389 | 4.24 |
| (08) Abitibi-Témiscamingue | 145,844 | 1.88 | 139 | 1.51 |
| (09) Côte-Nord | 96,060 | 1.24 | 110 | 1.20 |
| (10) Nord-du-Québec | 41,129 | 0.53 | 23 | 0.25 |
| (11) Gaspésie – Îles-de-la-Madeleine | 94,729 | 1.22 | 136 | 1.48 |
| (12) Chaudière-Appalaches | 402,019 | 5.19 | 307 | 3.34 |
| (13) Laval | 384,224 | 4.96 | 244 | 2.66 |
| (14) Lanaudière | 452,897 | 5.84 | 293 | 3.19 |
| (15) Laurentides | 535,395 | 6.91 | 622 | 6.78 |
| (16) Montérégie | 1,415,010 | 18.26 | 1,007 | 10.97 |
| (17) Centre-du-Québec | 229,625 | 2.96 | 188 | 2.05 |
| Unknown | -- | -- | 26 | 0.28 |
| Abroad | -- | -- | 74 | 0.80 |
| Total | 7,750,504 | 100 | 9,179 | 100 |

* Source: Institut de la statistique du Québec. Profils des régions et des MRC. Estimation de la population totale par région administrative du Québec en 2008, April 14, 2009 (provisional data).

**SOURCE OF HEALTH AND SOCIAL SERVICE REQUESTS
AND REPORTS RECEIVED, BY HEALTH AND SOCIAL SERVICE REGION
OF THE BODY CONCERNED**

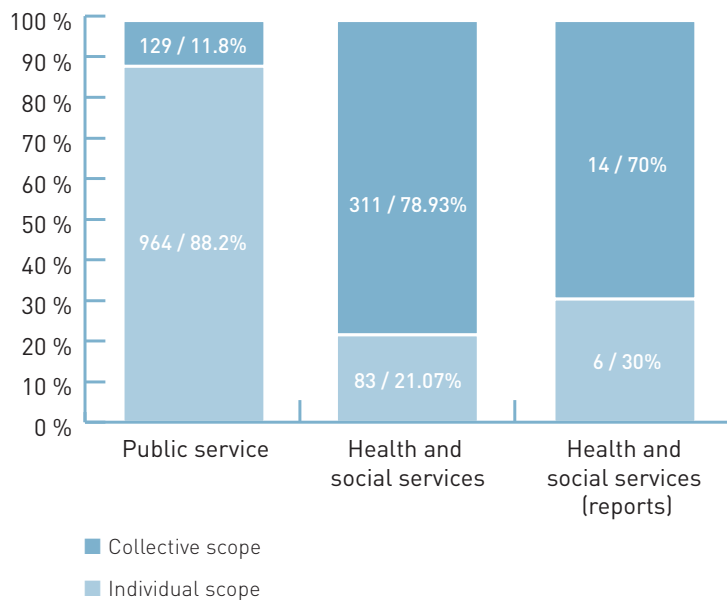
| Health and Social Service Region | Population* | | Applicants | |
|--------------------------------------|------------------|------------|------------|------------|
| | Number | % | Number | % |
| (01) Bas-Saint-Laurent | 198,942 | 2.59 | 40 | 0.44 |
| (02) Saguenay – Lac-Saint-Jean | 272,229 | 3.55 | 22 | 0.24 |
| (03) Capitale-Nationale | 672,118 | 8.76 | 89 | 0.98 |
| (04) Mauricie – Centre-du-Québec | 484,566 | 6.32 | 47 | 0.52 |
| (05) Estrie | 306,322 | 3.99 | 28 | 0.31 |
| (06) Montréal | 1,923,550 | 25.07 | 300 | 3.29 |
| (07) Outaouais | 350,685 | 4.57 | 41 | 0.45 |
| (08) Abitibi-Témiscamingue | 141,607 | 1.85 | 21 | 0.23 |
| (09) Côte-Nord | 93,589 | 1.22 | 16 | 0.18 |
| (10) Nord-du-Québec | 14,300 | 0.19 | 3 | 0.03 |
| (11) Gaspésie – Îles-de-la-Madeleine | 93,034 | 1.21 | 24 | 0.26 |
| (12) Chaudière-Appalaches | 396,195 | 5.17 | 39 | 0.43 |
| (13) Laval | 373,357 | 4.87 | 21 | 0.23 |
| (14) Lanaudière | 424,581 | 5.53 | 36 | 0.39 |
| (15) Laurentides | 524,021 | 6.83 | 75 | 0.82 |
| (16) Montérégie | 1,377,179 | 17.95 | 110 | 1.20 |
| (17) Nunavik | 10,731 | 0.14 | - | - |
| (18) Terres-Cries-de-la-Baie-James | 14,376 | 0.19 | - | - |
| Total | 7,671,382 | 100 | 912 | 100 |

* Source: Données populationnelles, Ministère de la Santé et des Services sociaux du Québec, Service du développement de l'information (SDI), May 2008.

ACTIONS BY THE QUÉBEC OMBUDSMAN THAT HAVE A COLLECTIVE IMPACT

NUMBER AND SCOPE OF RECOMMENDATIONS

When the Québec Ombudsman solves a problem for an individual citizen or user, it ensures that everyone else in the same situation who did not call on its services also benefits from the remedial action obtained. This means that an individual file can have a collective impact. Some such cases are identified in the activity report by the title “collective gain”.



SYSTEMIC ISSUES

When the Québec Ombudsman notes that harmful situations have recurred, and are likely to do so again in the future if current practices, standards (e.g. directives, instructions, regulations, legislation) or policies and guidelines are not changed, it can undertake a systemic investigation.

Situations such as these can often be identified from a series of similar complaints, but sometimes a single, highly unusual complaint can also point to a systemic problem in the broader sense – in other words, a set of related factors that need to be investigated in their entirety. Systemic problems are also uncovered by the watch activities of delegates and from the observations leading to recommendations. The results of this type of intervention have a wide-ranging, sustainable impact on the system concerned, and in some cases lead to a reduction in or even total elimination of requests or substantiated complaints in specific sectors.

Status of systemic issues

| | 2006-2007 | 2007-2008 | 2008-2009 |
|---|-----------|-----------|-----------|
| Awaiting processing as of April 1 (Beginning of the year) | 65 | 37 | 30 |
| New files | 24 | 14 | 23 |
| Investigated files | 52 | 21 | 23 |
| Implementation follow-up as of March 31 (End of the year) | 0 | 0 | 7 |

RECOMMENDATIONS TO LEADERS AND TO THE GOVERNMENT

There are other situations in which the Québec Ombudsman's intervention benefits all citizens and users. Examples include the recommendations made by the Québec Ombudsman to the government and to agency leaders in its annual report.