



# RESULTS IN FIGURES

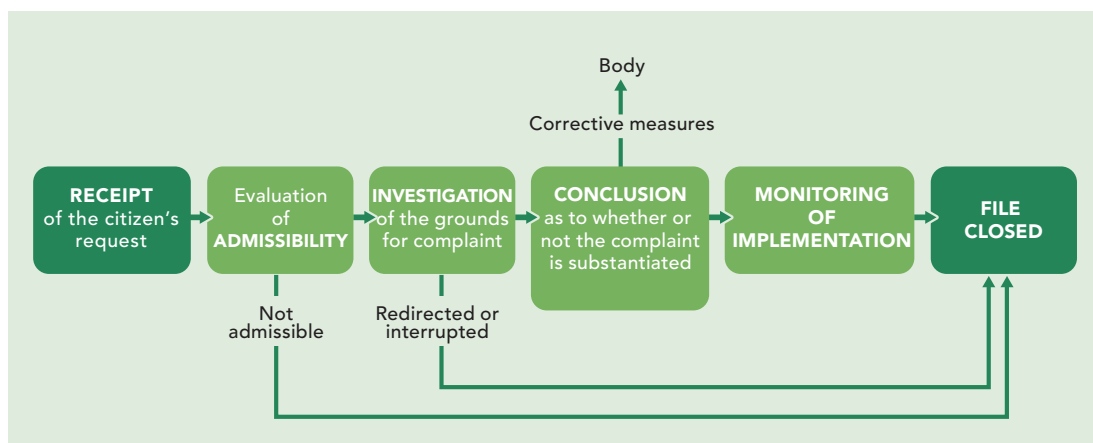
This chapter presents information on the Québec Ombudsman’s actions pursuant to the two pieces of legislation that govern it, namely the Public Protector Act and the Act respecting the Health and Social Services Ombudsman.

In the health and social service sector, the Québec Ombudsman, in all but a handful of cases, is the second line of non-judicial recourse for users who are dissatisfied with decisions made by local or regional complaints and service quality commissioners.

Requests for service from citizens, which are deemed admissible as complaints or reports, give rise to investigations. All other requests are treated as requests for assistance or referrals.

When the investigation is complete, the Québec Ombudsman informs the person of its findings. If the complaint is substantiated, the Government department, agency or institution concerned is asked to introduce corrective measures, and the Québec Ombudsman monitors their implementation. A substantiated complaint file is not closed until implementation has been monitored, at which point the Québec Ombudsman is assured that the corrective measures have in fact been applied.

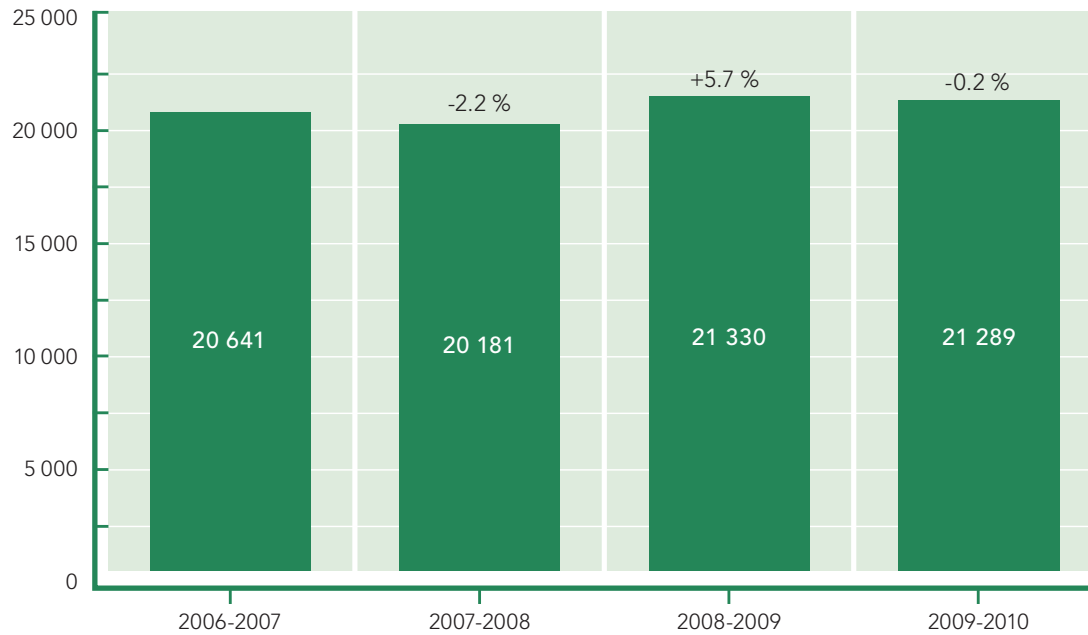
## Processing of requests for service



The tables and diagrams in this year’s annual report have been changed and restructured in the interests of clarification. They are presented according to the various steps in the complaint processing cycle shown above.

## 1. REQUESTS FOR SERVICE RECEIVED

### Variations in the number of requests received



Requests for service include all requests for assistance, referrals or information, along with all the complaints and reports received by the Québec Ombudsman.

## 2. COMPLETED REQUESTS FOR SERVICE

A request for service is completed when the person has been notified of the Québec Ombudsman's decision to the effect that the complaint is unsubstantiated or that one of its grounds is substantiated. In the latter case, the Québec Ombudsman monitors the implementation of corrective measures before closing the file. The following table presents the completed requests for service, classified from the standpoint of requests made by citizens rather than the grounds for complaint<sup>1</sup>.

	2007-2008	2008-2009	2009-2010
Completed requests	19 911	21 603	21 146
Requests at the monitoring stage	65	74	78

The number of completed requests declined by 2.1% from its 2008-2009 level, but increased by 6.2% from its 2007-2008 level.

<sup>1</sup> These data were not available prior to 2007-2008.

### 3. CLOSED REQUESTS FOR SERVICE

Variations in the number of closed requests for service



Analysis of a request for service may lead to the identification of several grounds for intervention on the part of the Québec Ombudsman; it is for this reason that the number of closed requests is slightly higher than the number of requests received.

The total number of closed requests fell by 3.5% from its 2008-2009 level, and increased by 5.6% from 2007-2008.

The percentage of requests for service leading to investigations has remained stable for the last three years, at around 45%.

#### 4. COMPLAINTS AND REPORTS CLOSED FOLLOWING AN INVESTIGATION

When a complaint or report is considered to be admissible, the Québec Ombudsman launches an investigation.

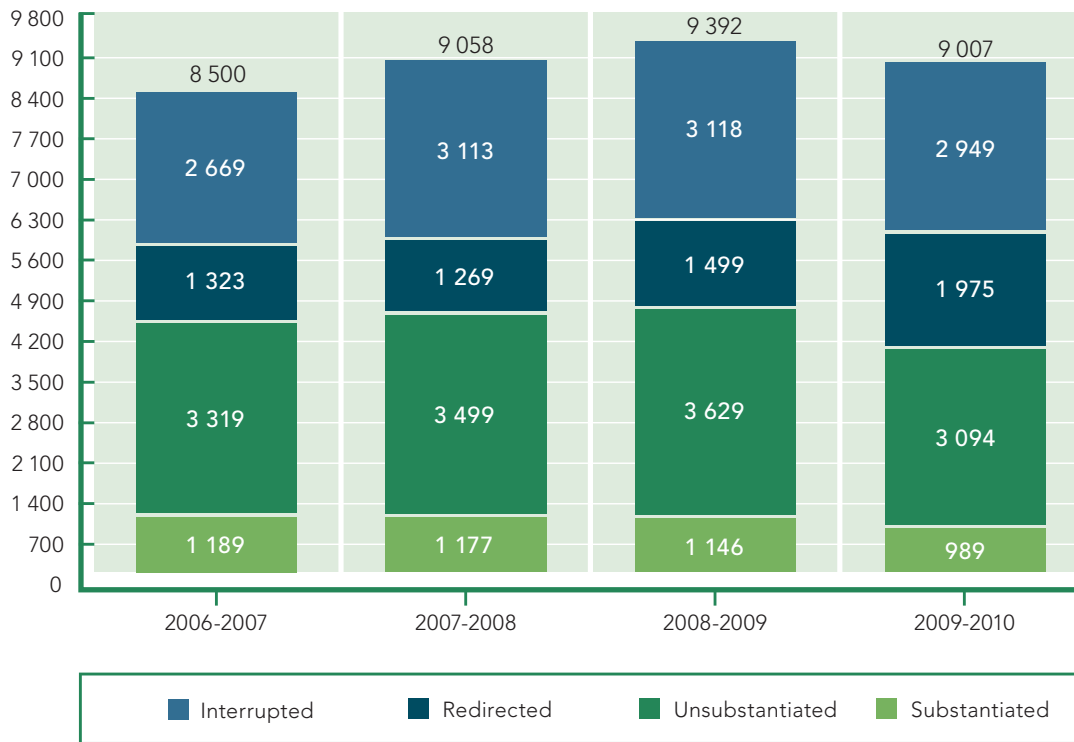
It sometimes happens that citizens and users withdraw or fail to follow up on their complaints during the investigation.

In addition, an investigation may not be completed because the Québec Ombudsman decides to refer the person to another resource, based on the information collected.

A decision as to whether or not a complaint is substantiated is only made after the investigation has been completed.

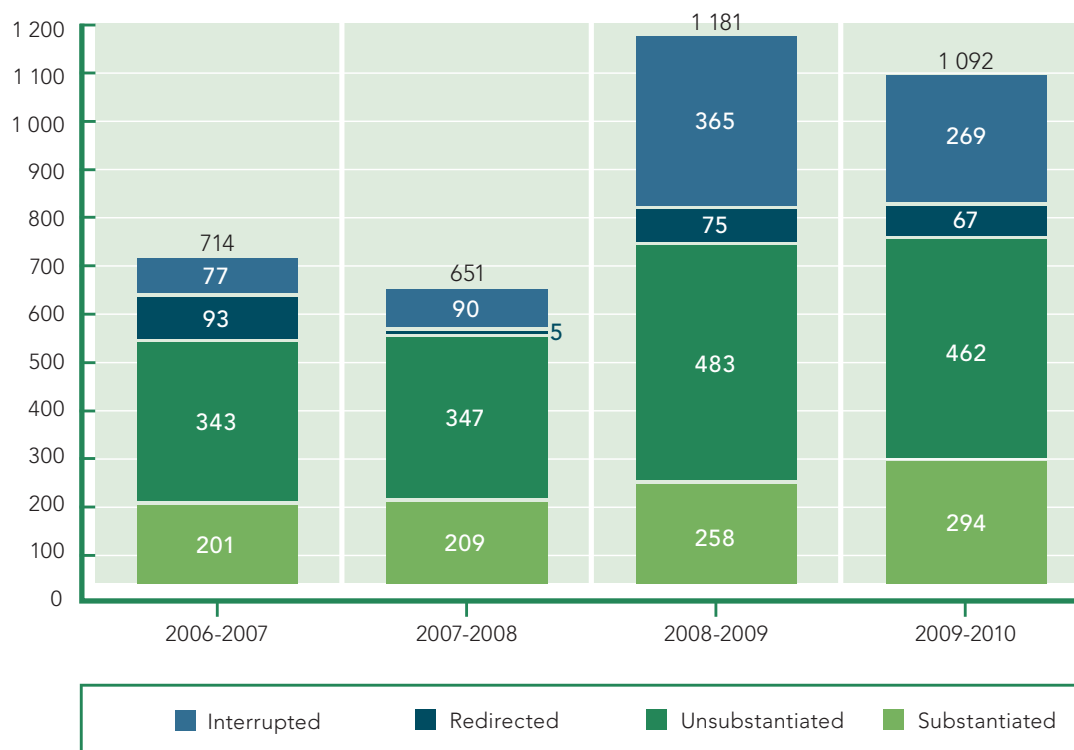
##### 4.1. Variations in closed complaints and reports

###### Variation in the number of closed complaints - Public service



For the public service, the number of redirected complaints increased by 32%, from 1,499 last year to 1,975 this year. Most of this increase was due to the redirection of complaints concerning the Correctional Services sector of the Ministère de la Sécurité publique. The number of unsubstantiated complaints fell by 15%, from 3,629 last year to 3,094 this year, while the number of substantiated complaints fell by 14%, from 1,146 to 989.

### Variation in the number of closed complaints and reports - Health and social services



For the health and social services sector, the number of substantiated complaints and reports increased by 14%, from 258 last year to 294 this year. The number of investigations that were interrupted fell by 26%, from 365 to 269.

#### 4.2. Percentage of substantiated complaints and reports

	2006-2007	2007-2008	2008-2009	2009-2010
Substantiated complaints - Public services	26.3 %	25.2 %	24.0 %	24.2 %
Substantiated complaints - Health and social services	37.0 %	37.6 %	34.8 %	38.9 %

The percentage of substantiated complaints is calculated by dividing the number of substantiated complaints by the total number of substantiated and unsubstantiated complaints (i.e. those for which an investigation has been completed).

The percentage of substantiated complaints remained stable for the public service, at around 24%, but increased by 4.1 percentage points for the health and social services sector, to 38.9%.

## 5. SOURCE OF COMPLAINTS AND REPORTS THAT WERE CLOSED FOLLOWING AN INVESTIGATION

### 5.1 Source of closed complaints for the public service, by administrative region of applicant

Administrative Région	Population <sup>1</sup>		2009-2010	
	Number	% <sup>2</sup>	Number	% <sup>2</sup>
(01) Bas-Saint-Laurent	200 756	2.6 %	231	2.6 %
(02) Saguenay–Lac-Saint-Jean	273 264	3.5 %	212	2.4 %
(03) Capitale-Nationale	687 810	8.8 %	1 350	15.0 %
(04) Mauricie	262 399	3.4 %	354	3.9 %
(05) Estrie	307 389	3.9 %	468	5.2 %
(06) Montréal	1 906 811	24.4 %	3 036	33.7 %
(07) Outaouais	358 872	4.6 %	334	3.7 %
(08) Abitibi-Témiscamingue	145 886	1.9 %	167	1.9 %
(09) Côte-Nord	95 704	1.2 %	86	1.0 %
(10) Nord-du-Québec	41 479	0.5 %	11	0.1 %
(11) Gaspésie–Îles-de-la-Madeleine	94 067	1.2 %	114	1.3 %
(12) Chaudière-Appalaches	403 011	5.1 %	257	2.9 %
(13) Laval	391 893	5.0 %	232	2.6 %
(14) Lanaudière	457 962	5.8 %	278	3.1 %
(15) Laurentides	542 416	6.9 %	680	7.5 %
(16) Montérégie	1 428 475	18.2 %	923	10.2 %
(17) Centre-du-Québec	230 685	2.9 %	182	2.0 %
Non précisée	--	--	26	0.3 %
Extérieur du Québec	--	--	66	0.7 %
<b>Total</b>	<b>7 828 879</b>	<b>100.0 %</b>	<b>9 007</b>	<b>100.0 %</b>

<sup>1</sup> Sources: Statistics Canada, Demographics Division; Institut de la statistique du Québec, Direction des statistiques sociodémographiques; Ministère de la Santé et des Services sociaux, Direction des études et des analyses. Population estimate as at July 1, 2009.

<sup>2</sup> Percentages are rounded off to the nearest decimal place. As a result, their total may not be exactly 100%.

## 5.2 Source of closed complaints for the health and social service network, by health and social service region of the body concerned

While the supply of services in the public service sector is coordinated at the provincial level, that in the health and social services sector is administered at regional level. Québec is divided into a number of health and social service regions under the auspices of the Ministère de la Santé et des Services sociaux, and these regions are accountable for the services they provide for citizens.

Health and Social Service Region	Population <sup>1</sup>		2009-2010	
	Number	% <sup>2</sup>	Number	% <sup>2</sup>
(01) Bas-Saint-Laurent	200 756	2.6 %	47	4.3 %
(02) Saguenay–Lac-Saint-Jean	273 264	3.5 %	20	1.8 %
(03) Capitale-Nationale	687 810	8.8 %	122	11.2 %
(04) Mauricie et Centre-du-Québec	493 084	6.3 %	57	5.2 %
(05) Estrie	307 389	3.9 %	33	3.0 %
(06) Montréal	1 906 811	24.4 %	290	26.6 %
(07) Outaouais	358 872	4.6 %	48	4.4 %
(08) Abitibi-Témiscamingue	145 886	1.9 %	38	3.5 %
(09) Côte-Nord	95 704	1.2 %	21	1.9 %
(10) Nord-du-Québec	14 654	0.2 %	7	0.6 %
(11) Gaspésie–Îles-de-la-Madeleine	94 067	1.2 %	36	3.3 %
(12) Chaudière-Appalaches	403 011	5.1 %	47	4.3 %
(13) Laval	391 893	5.0 %	26	2.4 %
(14) Lanaudière	457 962	5.8 %	65	6.0 %
(15) Laurentides	542 416	6.9 %	105	9.6 %
(16) Montérégie	1 428 475	18.2 %	130	11.9 %
(17) Nunavik	11 553	0.1 %	0	0.0 %
(18) Terres-Cries-de-la-Baie-James	15 272	0.2 %	0	0.0 %
<b>Total</b>	<b>7 828 879</b>	<b>100.0 %</b>	<b>1 092</b>	<b>100.0 %</b>

<sup>1</sup> Sources: Statistics Canada, Demographics Division; Institut de la statistique du Québec, Direction des statistiques sociodémographiques; Ministère de la Santé et des Services sociaux, Direction des études et des analyses. Population estimate as at July 1, 2009.

<sup>2</sup> Percentages are rounded off to the nearest decimal place. As a result, their total may not be exactly 100%.

## 6. MONITORING OF CORRECTIVE MEASURES

If a complaint is found to be substantiated following the Québec Ombudsman's investigation and conclusions, corrective measures are implemented by the body concerned.

The acceptance rate for individual and collective measures requested by the Québec Ombudsman was 99.3% (99.6% for individual measures and 98.8% for collective measures).

### 6.1. Individual scope measures accepted

2009-2010						
Sector	2006-2007	2007-2008	2008-2009	Measures requested	Measures accepted	% acceptance
Public service (complaints)	98.0 %	98.6 %	99.4 %	805	802	99.6 %
Health and social services (complaints)	99.1 %	97.5 %	96.4 %	124	123	99.2 %
Health and social services (reports)	100.0 %	100.0 %	100.0 %	4	4	100.0 %
<b>Total</b>	<b>98.0 %</b>	<b>98.5 %</b>	<b>99.2 %</b>	<b>933</b>	<b>929</b>	<b>99.6 %</b>

### 6.2. Collective scope measures accepted

2009-2010						
Sector	2006-2007	2007-2008	2008-2009	Measures requested	Measures accepted	% acceptance
Public service (complaints)	100.0 %	97.6 %	99.2 %	197	196	99.5 %
Health and social services (complaints)	96.9 %	99.1 %	99.7 %	242	237	98.0 %
Health and social services (reports)	100.0 %	100.0 %	100.0 %	46	46	100.0 %
<b>Total</b>	<b>97.6 %</b>	<b>98.8 %</b>	<b>99.6 %</b>	<b>485</b>	<b>479</b>	<b>98.8 %</b>



## 7. PROFILE OF COMPLAINTS BY DEPARTMENT, AGENCY OR MISSION

In 2009-2010, the Québec Ombudsman intervened in respect of:

- 61 Government departments and agencies, or 71% of the 86 departments and agencies subject to its jurisdiction;
- 177 of 310, or 57%, of the institutions and agencies in the health and social service network subject to its jurisdiction.

### 7.1 Substantiated complaints in the public service for departments and agencies in respect of which at least ten substantiated complaints were received

Department/Agency	Substantiated 2006-2007	Substantiated 2007-2008	Substantiated 2008-2009	Mean (2006-2007, 2007-2008 et 2008-2009)	Substantiated 2009-2010	Variation from mean
Ministère de la Sécurité publique	511	499	412	474	372	-102
Société de l'assurance automobile du Québec	180	245	233	219	184	-35
Commission de la santé et de la sécurité du travail	92	80	69	80	48	-32
Ministère de l'Éducation, du Loisir et du Sport	54	35	31	40	18	-22
Ministère de l'Emploi et de la Solidarité sociale	78	40	70	63	54	-9
Régie du logement	17	23	26	22	19	-3
Régie des rentes du Québec	22	22	30	25	24	-1
Commission d'accès à l'information	7	3	13	8	12	4
Ministère de la Famille et des Aînés	4	7	5	5	10	5
Curateur public	27	20	22	23	28	5
Ministère du Revenu du Québec	94	111	119	108	115	7
Services Québec	2	1	6	3	11	8
Autres	101	91	110	101	94	-7
<b>TOTAL administration publique</b>	<b>1 189</b>	<b>1 177</b>	<b>1 146</b>	<b>1 171</b>	<b>989</b>	<b>-182</b>

The 12 departments and agencies for which at least 10 substantiated complaints were received generated more than 90% of all substantiated complaints.

## 7.2 Closed complaints, by department and agency, by investigation outcome

Department or agency / Component	Complaints received in 2009-2010	Closed complaints				
		Redirec- ted	Inter- rupted	Unsubs- tantiated	Substan- tiated	Total
Agence de l'efficacité énergétique	2	0	1	2	0	3
Assemblée nationale	1	0	1	0	0	1
Autorité des marchés financiers	28	0	7	3	1	11
Bureau d'audiences publiques sur l'environnement	2	0	0	1	0	1
Centre de services partagés du Québec	10	1	3	2	1	7
Comité de déontologie policière	2	0	1	0	0	1
Commissaire à la déontologie policière	72	2	35	22	4	63
Commissaire à la santé et au bien-être	2	1	0	0	0	1
Commission administrative des régimes de retraite et d'assurances	43	0	12	12	9	33
Commission d'accès à l'information	52	3	18	13	12	46
Commission de la fonction publique du Québec	2	0	2	0	0	2
Commission de la santé et de la sécurité du travail						
Indemnisation	532	19	227	163	43	452
Indemnisation des victimes d'actes criminels	87	2	22	40	4	68
Général	48	3	8	1	1	13
Commission de l'équité salariale	1	0	0	1	0	1
Commission de protection du territoire agricole du Québec	15	0	7	9	2	18
Commission des lésions professionnelles	73	1	44	3	3	51
Commission des normes du travail	52	0	18	18	2	38

Department or agency / Component	Com- plaints received in 2009- 2010	Closed complaints				
		Redirec- ted	Inter- rupted	Unsubs- tantiated	Substan- tiated	Total
Commission des relations du travail	27	0	17	4	0	21
Commission des transports du Québec	1	0	1	0	0	1
Commission québécoise des libérations conditionnelles	53	6	17	9	2	34
Conseil de la magistrature	5	0	4	0	0	4
Coroner	14	1	3	3	4	11
Curateur public	221	16	58	74	28	176
Directeur des poursuites criminelles et pénales	1	0	1	0	0	1
Institut de tourisme et d'hôtellerie du Québec	1	0	0	0	1	1
La Financière agricole du Québec	15	0	11	5	2	18
Ministère de la Culture, des Communications et de la Condition féminine	5	0	2	3	0	5
Ministère de la Famille et des Aînés	27	0	16	7	10	33
Ministère de la Justice	47	3	12	15	6	36
Ministère de la Santé et des Services sociaux	34	1	16	12	7	36
Ministère de la Sécurité publique						
Sécurité civile	3	1	2	1	0	4
Services correctionnels	4 292	1 762	1 243	717	371	4 093
Général	32	3	15	8	1	27
Ministère de l'Agriculture, des Pêcheries et de l'Alimentation	18	1	12	27	5	45
Ministère de l'Éducation, du Loisir et du Sport						
Aide financière aux études	194	0	15	141	13	169
Éducation	96	2	40	27	5	74
Général	11	0	1	0	0	1

Department or agency / Component	Com- plaints received in 2009- 2010	Closed complaints				
		Redirec- ted	Inter- rupted	Unsubs- tantiated	Substan- tiated	Total
Ministère de l'Emploi et de la Solidarité sociale						
Emploi	102	23	36	35	4	98
Régime québécois d'assurance parentale	40	0	11	22	5	38
Solidarité sociale	876	73	274	355	42	744
Général	134	2	3	11	3	19
Ministère de l'Immigration et des Communautés culturelles	37	2	18	7	1	28
Ministère des Affaires municipales, des Régions et de l'Occupation du territoire	45	3	16	29	1	49
Ministère des Finances	21	0	4	9	0	13
Ministère des Ressources naturelles et de la Faune	48	1	22	18	9	50
Ministère des Services gouvernementaux	1	0	1	0	0	1
Ministère des Transports	42	2	12	23	5	42
Ministère du Conseil exécutif	1	0	1	0	0	1
Ministère du Développement durable, de l'Environnement et des Parcs	50	1	17	16	6	40
Ministère du Développement économique, de l'Innovation et de l'Exportation	2	0	2	0	0	2
Ministère du Revenu du Québec						
Direction générale des biens non réclamés	13	0	5	5	4	14
Fiscalité	685	10	188	270	97	565
Perception des pensions alimentaires	115	4	23	73	14	114
Registraire des entreprises	7	1	2	4	0	7
Général	80	0	3	0	0	3

Department or agency / Component	Com-plaints received in 2009-2010	Closed complaints				
		Redirec- ted	Inter- rupted	Unsubs- tantiated	Substan- tiated	Total
Ministère du Tourisme	1	0	0	1	0	1
Ministère du Travail	2	0	1	0	0	1
Office de la protection du consommateur	18	1	6	6	2	15
Office des personnes handicapées du Québec	5	0	2	4	0	6
Office des professions du Québec	12	0	4	2	6	12
Office québécois de la langue française	2	0	2	2	0	4
Régie de l'assurance maladie du Québec	265	2	31	134	9	176
Régie des alcools, des courses et des jeux	4	0	1	2	0	3
Régie des marchés agricoles et alimentaires du Québec	1	0	1	0	0	1
Régie des rentes du Québec	218	1	58	98	24	181
Régie du bâtiment du Québec	23	0	5	10	4	19
Régie du cinéma	1	0	1	0	0	1
Régie du logement	188	2	83	40	19	144
Secrétariat du Conseil du trésor	4	2	1	0	0	3
Services Québec						
Directeur de l'état civil	52	2	17	26	9	54
Général	4	0	0	0	2	2
Société de l'assurance automobile du Québec						
Code de la sécurité routière	379	9	76	233	34	352
Indemnisation	623	6	100	305	150	561
Général	64	0	1	0	0	1
Société d'habitation du Québec	31	0	9	8	1	18
Tribunal administratif du Québec	27	0	20	3	1	24
<b>Total</b>	<b>10 344</b>	<b>1 975</b>	<b>2 949</b>	<b>3 094</b>	<b>989</b>	<b>9 007</b>

Note: A list of all the Government departments that are subject to the Public Protector Act can be found at: [www.protecteurducitoyen.qc.ca](http://www.protecteurducitoyen.qc.ca).

### 7.3 Closed complaints and reports, health and social services, by mission

Section 38 of the Act respecting the Health and Social Services Ombudsman requires a separate report on complaints filed by citizens and interventions made pursuant to section 20 (reports).

Health and social service network	Com-plaints received in 2009-2010	Closed complaints				
		Redirec-ted	Inter-rupted	Unsubs-tantiated	Substan-tiated	Total
Hospitals	442	25	90	147	139	401
Local community service centres	154	10	34	64	30	138
Residential and long-term care centres	131	6	40	39	39	124
Rehabilitation centres	106	5	20	49	40	114
Child and youth protection centres	157	6	38	102	12	158
Health and social services agencies	13	2	5	1	4	12
Community organizations	27	0	6	12	2	20
Private nursing homes	23	3	10	6	4	23
Prehospital emergency services	24	0	3	29	3	35
Awaiting assignment of a mission	12	0	0	0	0	0
<b>Total</b>	<b>1 089</b>	<b>57</b>	<b>246</b>	<b>449</b>	<b>273</b>	<b>1 025</b>

Health and social service network	Complaints received in 2009-2010	Closed complaints				
		Redi-rected	Inter-rupted	Unsubs-tantiated	Substan-tiated	Total
Hospitals	42	3	8	3	2	16
Local community service centres	1	0	0	1	1	2
Residential and long-term care centres	36	3	5	1	15	24
Rehabilitation centres	14	0	1	7	2	10
Child and youth protection centres	4	1	3	1	1	6
Health and social services agencies	6	0	1	0	0	1
Community organizations	3	0	2	0	0	2
Private nursing homes	10	3	3	0	0	6
Prehospital emergency services	0	0	0	0	0	0
Awaiting assignment of a mission	2	0	0	0	0	0
<b>Total</b>	<b>118</b>	<b>10</b>	<b>23</b>	<b>13</b>	<b>21</b>	<b>67</b>

## 8. PUBLIC SERVICE SECTORS NOT UNDER THE QUÉBEC OMBUDSMAN'S JURISDICTION BUT OF CONCERN DUE TO THE NUMBER OF REQUESTS FOR SERVICE

As has been the case for several years, Hydro-Québec and the education network generated a significant number of requests for service. The Québec Ombudsman, under the jurisdiction assigned to it by law, cannot process these requests as complaints, nor can it redirect them to an independent resource.

This year, the Québec Ombudsman received 164 requests for service concerning Hydro-Québec, compared with 171 in 2008-2009. The main grounds for the requests were billing, payment agreements, service interruptions and, generally speaking, problems in obtaining services, including the ability to present a problem to a staff member.

The education network was the subject of 122 requests for service, compared with 158 in 2008-2009. Most of the requests were concerned with elementary education, secondary education and school boards.

