



# RESULTS IN FIGURES

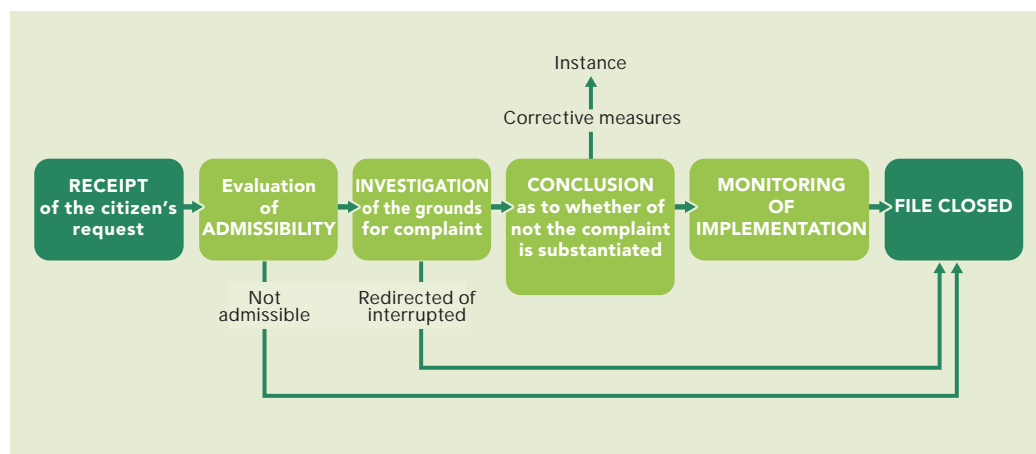
This chapter presents information on the Québec Ombudsman's actions pursuant to the two pieces of legislation that govern it, namely the *Public Protector Act* and the *Act respecting the Health and Social Services Ombudsman*.

In the health and social services 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 service quality and complaints commissioners.

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

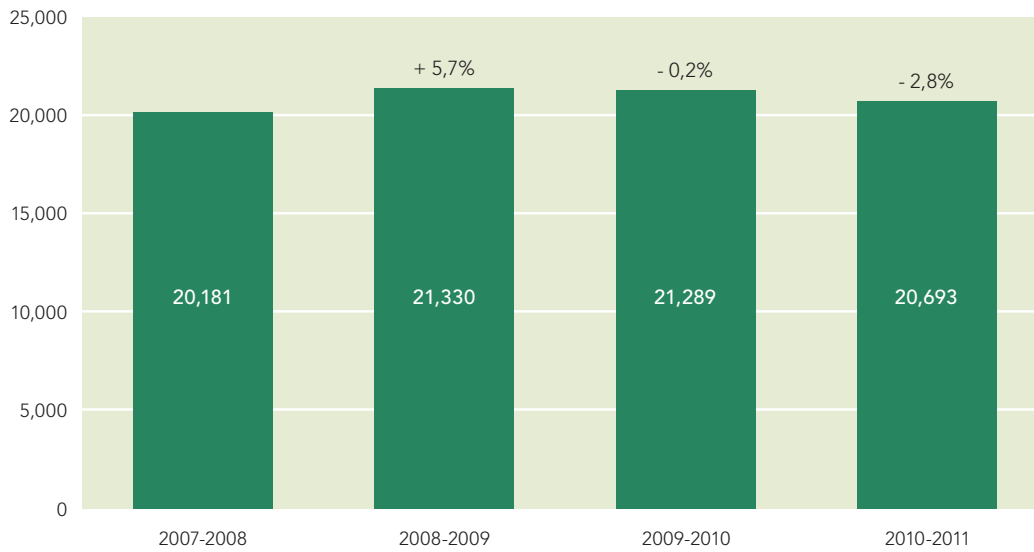
When the investigation is complete, the Québec Ombudsman informs the person of its findings. If the complaint is substantiated, the government department, public agency, or body concerned is asked to introduce corrective measures, and the Québec Ombudsman monitors their implementation. A substantiated 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



## 1. REQUESTS FOR SERVICE RECEIVED

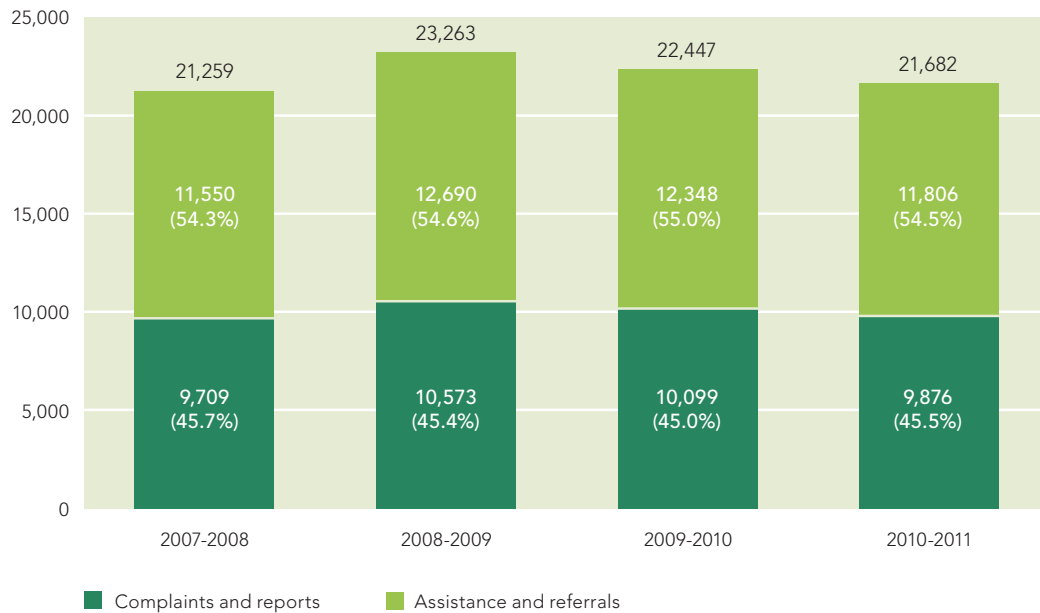
### Variations in the number of requests received



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

## 2. 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; that is why the number of closed requests is slightly higher than the number of requests received.

In 2010-2011, the number of complaints and reports fell by 2.2% from 2009-2010 figures, going from 10,099 to 9,876, whereas the number of requests for assistance and referrals that did not lead to investigations decreased by 4.4% (from 12,348 to 11,806) during the same period. More than 70% of the decrease in requests for service is due to requests that the Québec Ombudsman could not process because they were not within its purview.

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

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

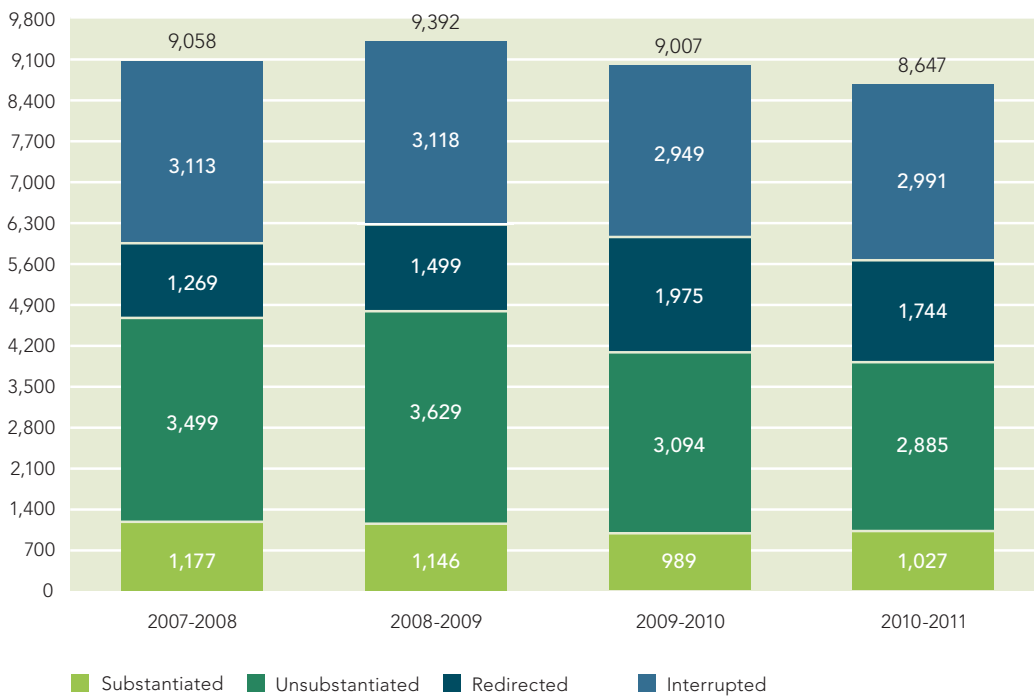
When a complaint or report is deemed admissible, the Québec Ombudsman launches an investigation.

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

Sometimes 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.

#### 3.1 Variation in the number of closed complaints – Public service



In 2010-2011, the number of substantiated public service complaints rose by 3.8% (from 989 to 1,027), despite an overall decrease of 4% in the number of closed complaints (9,007 to 8,647).

The sizable increase in the number of substantiated complaints concerning the Commission administrative des régimes de retraite et d'assurances (CARRA) accounts in large part for this variation.

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



In 2010-2011, the number of substantiated complaints and reports in the health and social services sector more than doubled (from 294 to 444) from last year's figures.

### 3.3 Percentage of substantiated complaints and reports

	2007-2008	2008-2009	2009-2010	2010-2011
Substantiated complaints – Public service	25.2%	24.0%	24.2%	26.3%
Substantiated complaints and reports – Health and social services	37.6%	34.8%	38.9%	49.7%

The percentage of substantiated complaints is calculated as follows:

$$\frac{\text{Substantiated complaints and reports}}{\text{Substantiated complaints and reports} + \text{Unsubstantiated complaints and reports}}$$

The percentage of substantiated health and social services complaints has risen steadily in the last two years (by some 15 percentage points in all).

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

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

ADMINISTRATIVE REGION	POPULATION <sup>1</sup>		2010-2011	
	NUMBER	%	NUMBER	%
(01) Bas-Saint-Laurent	201,268	2.5	250	2.9
(02) Saguenay-Lac-Saint-Jean	272,911	3.5	173	2.0
(03) Capitale-Nationale	693,859	8.8	1,314	15.2
(04) Mauricie	262,401	3.3	308	3.6
(05) Estrie	309,975	3.9	434	5.0
(06) Montréal	1,934,082	24.5	2,990	34.6
(07) Outaouais	363,638	4.6	301	3.5
(08) Abitibi-Témiscamingue	145,835	1.9	170	2.0
(09) Côte-Nord	95,538	1.2	96	1.1
(10) Nord-du-Québec	42,175	0.5	16	0.2
(11) Gaspésie-Îles-de-la-Madeleine	93,826	1.2	120	1.4
(12) Chaudière-Appalaches	405,483	5.1	224	2.6
(13) Laval	398,667	5.0	227	2.6
(14) Lanaudière	464,467	5.9	300	3.5
(15) Laurentides	549,442	7.0	588	6.8
(16) Montérégie	1,441,423	18.2	875	10.1
(17) Centre-du-Québec	232,385	2.9	143	1.6
Unspecified	–	–	81	0.9
Outside Québec	–	–	37	0.4
<b>Total</b>	<b>7,907,375</b>	<b>100.0</b>	<b>8,647</b>	<b>100.0</b>

<sup>1</sup> Sources: Statistics Canada, Demographics Division; Institut de la statistique du Québec, Direction des statistiques sociodémographiques; and Ministère de la Santé et des Services sociaux, Direction des études et des analyses. Population estimate as at July 1, 2010.

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

While the service offering in the public service sector is coordinated at the provincial level, that in the health and social services sector is administered at the 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>		2010-2011	
	NUMBER	%	NUMBER	%
(01) Bas-Saint-Laurent	201,268	2.5	51	4.2
(02) Saguenay-Lac-Saint-Jean	272,911	3.5	21	1.7
(03) Capitale-Nationale	693,859	8.8	96	7.8
(04) Mauricie et Centre-du-Québec	494,786	6.3	69	5.6
(05) Estrie	309,975	3.9	59	4.8
(06) Montréal	1,934,082	24.5	399	32.5
(07) Outaouais	363,638	4.6	44	3.6
(08) Abitibi-Témiscamingue	145,835	1.9	44	3.6
(09) Côte-Nord	95,538	1.2	12	1.0
(10) Nord-du-Québec	14,700	0.1	3	0.2
(11) Gaspésie-Îles-de-la-Madeleine	93,826	1.2	26	2.1
(12) Chaudière-Appalaches	405,483	5.1	63	5.1
(13) Laval	398,667	5.0	28	2.3
(14) Lanaudière	464,467	5.9	64	5.2
(15) Laurentides	549,442	7.0	160	13.0
(16) Montérégie	1,441,423	18.2	90	7.3
(17) Nunavik	11,830	0.1	0	0.0
(18) Terres-Cries-de-la-Baie-James	15,645	0.2	0	0.0
<b>Total</b>	<b>7,907,375</b>	<b>100.0</b>	<b>1,229</b>	<b>100.0</b>

<sup>1</sup> Sources: Statistics Canada, Demographics Division; Institut de la statistique du Québec, Direction des statistiques sociodémographiques; and Ministère de la Santé et des Services sociaux, Direction des études et des analyses. Population estimate as at July 1, 2010.

## 5. MONITORING OF CORRECTIVE MEASURES

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

The acceptance rate for individual and collective measures requested by the Québec Ombudsman was 97.8% (98.4% for individual measures and 96.6% for collective measures).

### 5.1 Individual scope measures accepted

SECTOR	2007-2008	2008-2009	2009-2010	2010-2011		
				MEASURES REQUESTED	MEASURES ACCEPTED	% ACCEPTANCE
Public service (complaints)	98.6%	99.4%	99.6%	834	832	99.8%
Health and social services (complaints)	97.5%	96.4%	99.2%	142	128	90.1%
Health and social services (reports)	100.0%	100.0%	100.0%	8	8	100.0%
<b>Total</b>	<b>98.5%</b>	<b>99.2%</b>	<b>99.6%</b>	<b>984</b>	<b>968</b>	<b>98.4%</b>

### 5.2 Collective scope measures accepted

SECTOR	2007-2008	2008-2009	2009-2010	2010-2011		
				MEASURES REQUESTED	MEASURES ACCEPTED	% ACCEPTANCE
Public service (complaints)	97.6%	99.2%	99.5%	170	170	100.0%
Health and social services (complaints)	99.1%	99.7%	98.0%	279	262	93.9%
Health and social services (reports)	100.0%	100.0%	100.0%	86	85	98.8%
<b>Total</b>	<b>98.8%</b>	<b>99.6%</b>	<b>98.8%</b>	<b>535</b>	<b>517</b>	<b>96.6%</b>



## 6. PROFILE OF COMPLAINTS BY GOVERNMENT DEPARTMENT, PUBLIC AGENCY, MISSION, OR SERVICE PROGRAM

In 2010-2011, the Québec Ombudsman intervened in respect of:

- 61 of 87, or 70%, of the government departments and public agencies subject to its jurisdiction;
- 174 of 307, or 57%, of the institutions and agencies in the health and social services network subject to its jurisdiction.

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

DEPARTMENT/AGENCY	SUBSTANTIATED 2007-2008	SUBSTANTIATED 2008-2009	SUBSTANTIATED 2009-2010	AVERAGE (2007-2008, 2008-2009, 2009-2010)	SUBSTANTIATED 2010-2011	VARIATION FROM MEAN
Société de l'assurance automobile du Québec	245	233	184	221	117	- 104
Ministère de la Sécurité publique	499	412	372	428	342	- 86
Commission de la santé et de la sécurité du travail	80	69	48	66	34	- 32
Régie des rentes du Québec	22	30	24	25	12	- 13
Ministère de l'Emploi et de la Solidarité sociale	40	70	54	55	47	- 8
Curateur public	20	22	28	23	18	- 5
Régie de l'assurance maladie du Québec	16	29	9	18	14	- 4
Régie du logement	23	26	19	22	26	4
Ministère de l'Éducation, du Loisir et du Sport	35	31	18	28	42	14
Ministère du Revenu du Québec	111	119	115	115	133	18
Commission administrative des régimes de retraite et d'assurances	5	9	9	8	147	139
Other	81	96	109	95	95	0
<b>Total Administration publique</b>	<b>1,177</b>	<b>1,146</b>	<b>989</b>	<b>1,104</b>	<b>1,027</b>	<b>- 77</b>

The 11 government departments and public agencies for which at least ten substantiated complaints were received generated nearly 91% of all substantiated complaints.

## 6.2 Closed complaints, by government department or public agency, by investigation outcome

DEPARTMENT/AGENCY/ COMPONENT	COM- PLAINTS RECEIVED IN 2010-2011	CLOSED COMPLAINTS IN 2010-2011				
		REDIREC- TED	INTERUP- TED	UNSUBS- TANTIATED	SUBTAN- TIATED	TOTAL
Agence de l'efficacité énergétique	6	0	1	2	2	5
Autorité des marchés financiers	16	0	6	12	3	21
Bureau d'audiences publiques sur l'environnement	0	0	1	0	0	1
Centre de services partagés du Québec	11	2	3	2	5	12
Comité de déontologie policière	1	0	0	1	0	1
Commissaire à la déontologie policière	65	0	21	33	0	54
Commission administrative des régimes de retraite et d'assurances	260	0	34	33	147	214
Commission d'accès à l'information	31	1	9	9	7	26
Commission de la fonction publique du Québec	2	0	1	0	0	1
Commission de la santé et de la sécurité du travail						
Indemnisation	554	10	200	142	23	375
Indemnisation des victimes d'actes criminels	138	1	52	37	11	101
Général	34	1	3	5	0	9
Commission de l'équité salariale	4	0	0	0	1	1
Commission de protection du territoire agricole du Québec	12	1	9	3	0	13
Commission des lésions professionnelles	62	3	45	3	4	55
Commission des normes du travail	54	3	20	14	4	41
Commission des relations du travail	15	1	8	4	0	13
Commission municipale du Québec	1	0	0	0	0	0
Commission québécoise des libérations conditionnelles	32	5	14	3	1	23

DEPARTMENT/AGENCY/ COMPONENT	COM- PLAINTS RECEIVED IN 2010-2011	CLOSED COMPLAINTS IN 2010-2011				
		REDIREC- TED	INTERUP- TED	UNSUBS- TANTIATED	SUBTAN- TIATED	TOTAL
Conseil consultatif du travail et de la main-d'œuvre	1	0	0	1	0	1
Conseil de gestion de l'assurance parentale	1	0	0	0	0	0
Conseil de la justice administrative	4	0	4	0	0	4
Conseil de la magistrature	1	0	1	0	0	1
Coroner	12	0	2	6	3	11
Curateur public	190	11	64	109	18	202
Directeur des poursuites criminelles et pénales	4	0	3	0	1	4
La Financière agricole du Québec	16	0	6	5	2	13
Ministère de la Culture, des Communications et de la Condition féminine	14	0	5	4	4	13
Ministère de la Famille et des Aînés	407	0	17	22	8	47
Ministère de la Justice	44	0	15	13	7	35
Ministère de la Santé et des Services sociaux	53	0	39	4	3	46
Ministère de la Sécurité publique						
Sécurité civile	5	0	1	2	0	3
Services correctionnels	3,867	1,529	1,083	777	340	3,729
Général	18	1	9	4	2	16
Ministère de l'Agriculture, des Pêcheries et de l'Alimentation	21	0	8	9	4	21
Ministère de l'Éducation, du Loisir et du Sport						
Aide financière aux études	145	0	21	99	31	151
Éducation	87	14	58	21	11	104
Général	8	0	2	0	0	2
Ministère de l'Emploi et de la Solidarité sociale						
Emploi	129	24	43	40	3	110
Régime québécois d'assurance parentale	31	2	13	13	0	28
Solidarité sociale	764	93	275	247	44	659

DEPARTMENT/AGENCY/ COMPONENT	COM- PLAINTS RECEIVED IN 2010-2011	CLOSED COMPLAINTS IN 2010-2011				
		REDIREC- TED	INTERUP- TED	UNSUBS- TANTIATED	SUBTAN- TIATED	TOTAL
Général	159	4	18	14	0	36
Ministère de l'Immigration et des Communautés culturelles	24	3	10	8	2	23
Ministère des Affaires municipales, des Régions et de l'Occupation du territoire	51	2	11	26	2	41
Ministère des Finances	183	0	165	7	1	173
Ministère des Ressources naturelles et de la Faune	34	0	8	15	2	25
Ministère des Services gouvernementaux	1	0	0	0	0	0
Ministère des Transports	38	2	11	13	6	32
Ministère du Développement durable, de l'Environnement et des Parcs	58	2	15	39	2	58
Ministère du Développement économique, de l'Innovation et de l'Exportation	1	0	0	0	0	0
Ministère du Revenu du Québec						
Direction générale des biens non réclamés	11	0	3	3	2	8
Fiscalité	673	7	203	235	109	554
Perception des pensions alimentaires	112	7	18	62	21	108
Registraire des entreprises	14	0	4	0	1	5
Général	72	0	2	1	0	3
Ministère du Tourisme	2	0	1	1	0	2
Ministère du Travail	2	0	1	0	1	2
Office de la protection du consommateur	18	0	2	6	6	14
Office des personnes handicapées du Québec	6	0	4	1	0	5
Office des professions du Québec	10	0	2	7	7	16
Office québécois de la langue française	5	0	1	2	1	4

DEPARTMENT/AGENCY/ COMPONENT	COM- PLAINTS RECEIVED IN 2010-2011	CLOSED COMPLAINTS IN 2010-2011				
		REDIREC- TED	INTERUP- TED	UNSUBS- TANTIATED	SUBTAN- TIATED	TOTAL
Régie de l'assurance maladie du Québec	209	0	36	120	14	170
Régie des alcools, des courses et des jeux	4	0	1	2	1	4
Régie des marchés agricoles et alimentaires du Québec	3	0	1	0	0	1
Régie des rentes du Québec	246	0	53	127	12	192
Régie du bâtiment du Québec	11	0	3	4	1	8
Régie du cinéma	1	0	0	1	0	1
Régie du logement	168	2	60	46	26	134
Secrétariat du Conseil du trésor	2	1	1	0	0	2
Services Québec						
Directeur de l'état civil	43	0	10	28	1	39
Général	5	0	2	1	0	3
Société de l'assurance automobile du Québec						
Code de la sécurité routière	298	11	58	185	30	284
Indemnisation	515	1	150	235	87	473
Général	41	0	4	3	0	7
Société d'habitation du Québec	20	0	9	5	1	15
Tribunal administratif du Québec	39	0	27	9	2	38
Vérificateur général	1	0	1	0	0	1
<b>Total</b>	<b>10,200</b>	<b>1,744</b>	<b>2,991</b>	<b>2,885</b>	<b>1,027</b>	<b>8,647</b>

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

### 6.3 Closed complaints, health and social services, by mission

HEALTH AND SOCIAL SERVICES NETWORK	COM-PLAINTS RECEIVED IN 2010-2011	CLOSED COMPLAINTS IN 2010-2011				
		REDIRECTED	INTERRUPTED	UNSUBSTANTIATED	SUBSTANTIATED	TOTAL
Hospitals	464	8	89	146	194	437
Local community services centres	176	3	43	67	54	167
Residential and long-term care centres	162	2	29	60	68	159
Rehabilitation centres	84	1	20	28	38	87
Youth centres	135	1	51	67	11	130
Health and social services agencies	21	0	2	2	5	9
Community organizations	14	0	8	5	13	26
Private seniors' residences	25	0	4	10	2	16
Prehospital emergency services	37	0	4	17	4	25
Shelters	3	1	0	2	0	3
Awaiting assignment of a mission	14	0	0	0	0	0
<b>Total</b>	<b>1,135</b>	<b>16</b>	<b>250</b>	<b>404</b>	<b>389</b>	<b>1,059</b>

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).

#### 6.4 Closed reports, health and social services, by mission

HEALTH AND SOCIAL SERVICES NETWORK	REPORTS RECEIVED IN 2010-2011	CLOSED REPORTS IN 2010-2011				
		REDIRECTED	INTERRUPTED	UNSUBSTANTIATED	SUBSTANTIATED	TOTAL
Hospitals	46	1	15	14	18	48
Local community services centres	11	0	6	0	0	6
Residential and long-term care centres	31	0	19	17	13	49
Rehabilitation centres	16	1	2	4	3	10
Youth centres	24	0	4	1	14	19
Health and social services agencies	10	0	3	3	5	11
Community organizations	3	0	0	4	0	4
Private seniors' residences	32	3	15	3	2	23
Prehospital emergency services	1	0	0	0	0	0
Shelters	5	0	0	0	0	0
<b>Total</b>	<b>179</b>	<b>5</b>	<b>64</b>	<b>46</b>	<b>55</b>	<b>170</b>

## 6.5 Closed complaints and reports, health and social services, by service program

SERVICE PROGRAM	COM- PLAINTS AND REPORTS RECEIVED IN 2010-2011	CLOSED COMPLAINTS AND REPORTS IN 2010-2011				
		REDIREC- TED	INTERUP- TED	UNSUB- STANTIFIED	SUBSTA- TIATED	TOTAL
Buildings and equipment	13	2	0	2	6	10
Intellectual disability/Pervasive development disorders	79	2	16	24	41	83
Physical disability	67	1	13	24	17	55
Addictions	9	1	1	4	2	8
Troubled youth	151	1	52	71	20	144
Physicians	10	0	6	1	2	9
Age-related loss of independence	258	6	67	89	80	242
Complaints investigation system	124	0	31	22	62	115
Mental health	125	2	45	45	55	147
Physical health	268	3	41	94	123	261
Public health	2	0	0	0	0	0
Support	158	0	14	70	33	117
Not applicable	15	1	18	0	0	19
Other	18	2	8	4	3	17
Awaiting assignment of a service program	17	0	2	0	0	2
<b>Total</b>	<b>1,314</b>	<b>21</b>	<b>314</b>	<b>450</b>	<b>444</b>	<b>1,229</b>



## 7. SECTORS NOT UNDER THE QUÉBEC OMBUDSMAN'S JURISDICTION BUT WHOSE REQUESTS FOR SERVICE RAISE CONCERNS

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.

This year, the Québec Ombudsman received 229 requests for service concerning Hydro-Québec, compared with 164 in 2009-2010. The main grounds for the requests were billing, payment agreements, service interruptions, installation wait times and, generally speaking, problems in obtaining services, including the inability to present a problem to a staff member.

The education network was the subject of 105 requests for service, compared with 122 in 2009-2010. Most of the requests concerned college education, secondary education, and school boards.

	2007-2008	2008-2009	2009-2010	2010-2011
Hydro-Québec	208	171	164	229
Education network	102	158	122	105