

Québec City
September 2012

Mr. Jacques Chagnon
President of the National Assembly
Parliament Building
Québec City (Québec) G1A 1A4

Mr. President:

In accordance with section 28 of the Public Protector Act, and section 38 of the Act respecting the Health and Social Services Ombudsman, I have the honour of submitting the 42nd annual report of the Québec Ombudsman for fiscal year 2011-2012.

The annual report on the management of the Québec Ombudsman for the same period also forms part of this document, in accordance with section 35.1 of the Public Protector Act.

Yours respectfully,

A handwritten signature in black ink, reading "R. Saint-Germain". The signature is written in a cursive style with a large initial "R".

Raymonde Saint-Germain
Québec Ombudsperson