



RESULTS IN FIGURES

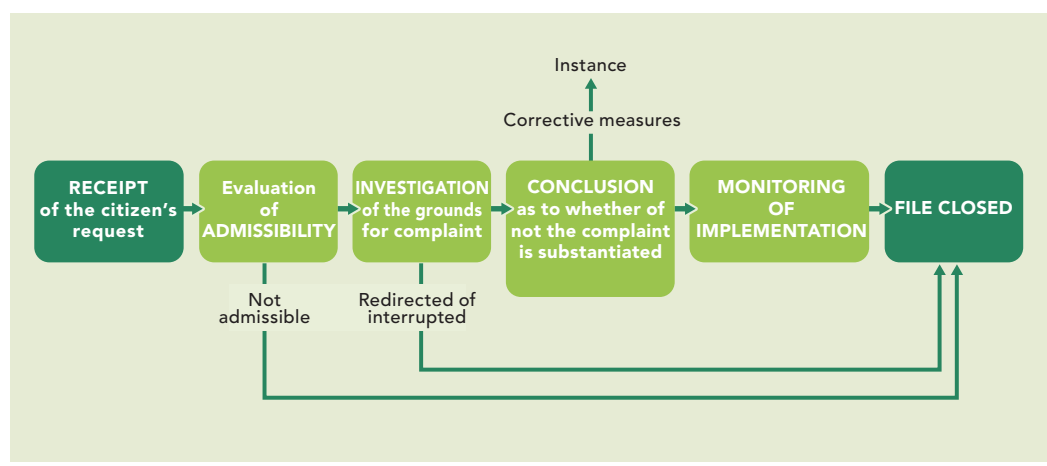
This chapter presents statistics concerning the Québec Ombudsman's actions pursuant to the two pieces of legislation that govern it, namely the Public Protector Act and the Act respecting the Health and Social Services Ombudsman.

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.

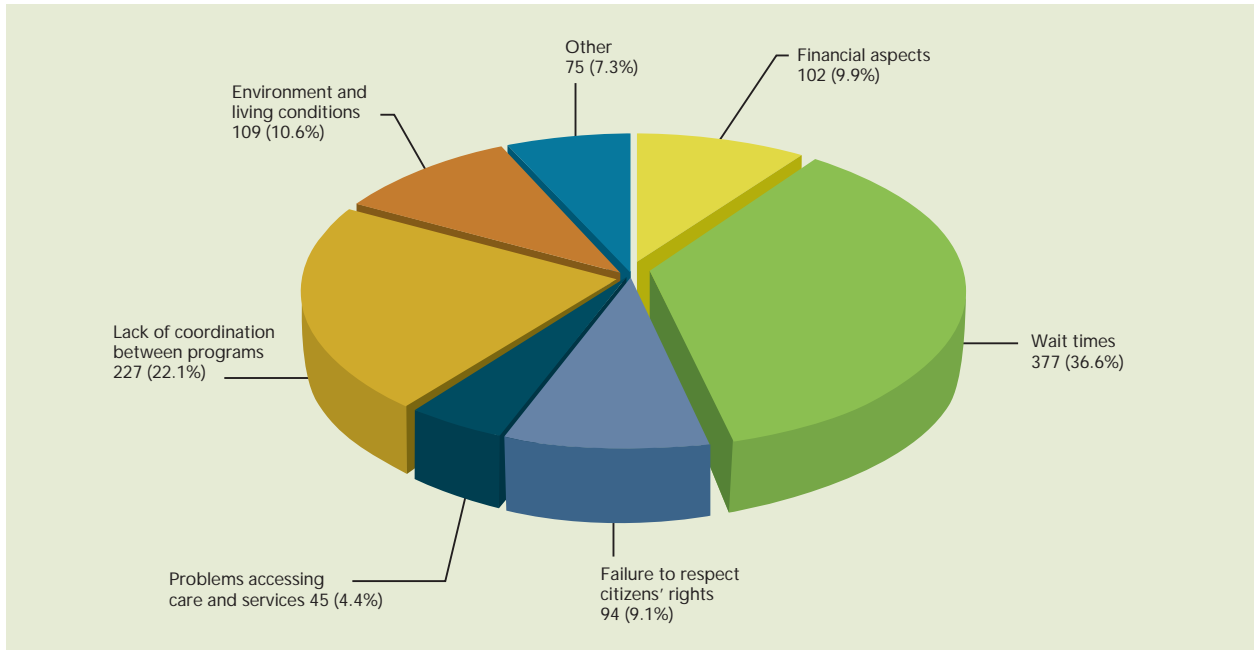
When the investigation is complete, the Québec Ombudsman informs the person of its findings. If the complaint is substantiated, the government department, public agency or body concerned may be asked to introduce corrective measures, and the Québec Ombudsman monitors their implementation. A substantiated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

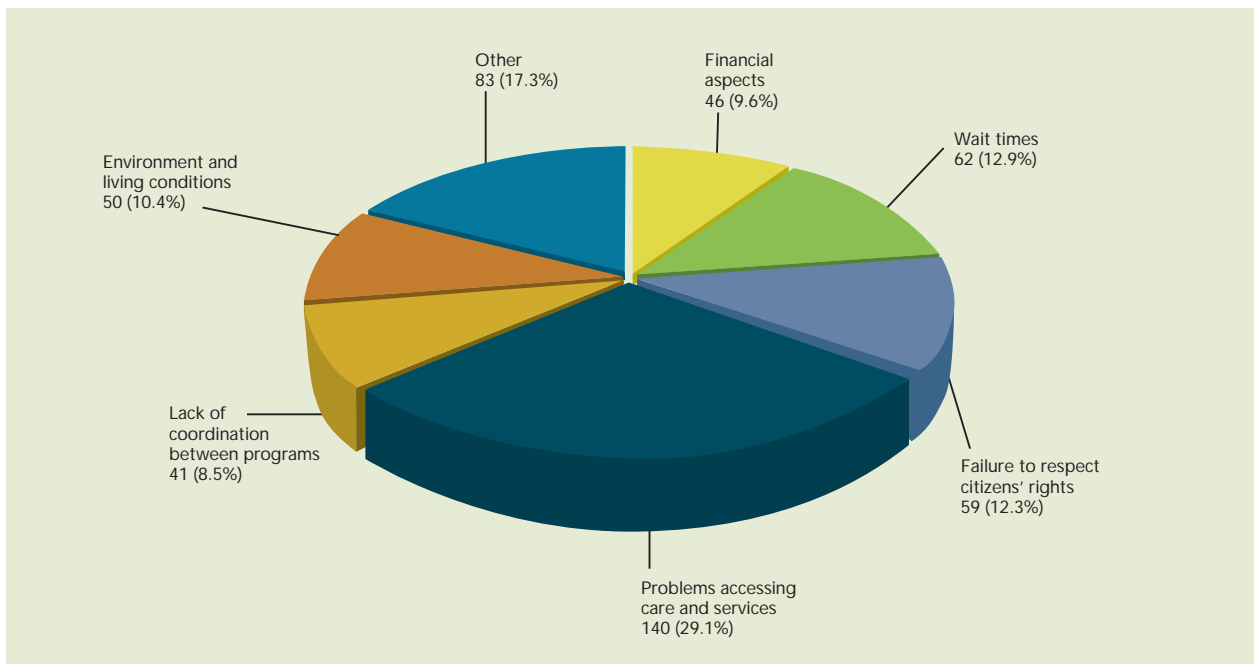


1 SUBSTANTIATED COMPLAINTS: A SIX-SIDED PROFILE

PUBLIC SERVICE



HEALTH AND SOCIAL SERVICES



In 2011-2012, substantiated complaints fell within six broad categories. Even though substantiated complaints within each category vary depending on whether they concern the public service or health and social services, their recurrence points to basic problems that must be addressed by all public services.

Wait times

(Public service: 36.6%; Health and social services: 12.9%)

Wait times rank first in terms of the number of substantiated complaints concerning the public service and second for those concerning health and social services. The consequences of unduly long waits for citizens are especially acute when programs with a financial impact are involved, particularly those dealing in public insurance indemnities and retirement pensions. The Québec Ombudsman continues to see worrisome wait times for access to administrative tribunals, especially the Régie du logement and the Tribunal administratif du Québec. In the health and social services sector, complaints frequently have to do with the time it takes to get an appointment with a professional, a diagnostic test, treatment or surgery.

The Québec Ombudsman has also found that the wait times officially declared by government departments and public agencies only tell part of the story, for instance, reported wait times in the health and social services sector based on the time between the initial request and the first diagnosis, even though patients may be treated only much later, and the time between a first application and a first hearing before an administrative tribunal, the hearing then postponed for months, if not years. The Québec Ombudsman refers to this phenomenon as "displaced waiting."

Problems accessing care and services

(Public service: 4.4%; Health and social services: 29.1%)

Problems accessing care and services are the most common ground for substantiated complaints in the health and social services sector. Here we are talking not only about wait times but also about service inaccessibility—the almost impossible task of finding a family doctor, difficulty getting rehabilitation, and insufficient home support services, to name but a few. Furthermore, we are witnessing an erosion of the slate of services because coverage of certain services is gradually being scaled back. Cases in point are the failure to index the benefits granted last-resort financial assistance recipients for medical items, accessory costs, and service hours and levels below those prescribed further to an assessment by a professional. In the public service sector, complaints mainly concern correctional services.

Lack of coordination between programs

(Public service: 22.1 %; Health and social services: 8.5%)

Again, the lack of coordination between public services (a "silo" approach) has proven to be one of the main difficulties citizens face. This leads to various problems, financial ones in particular, such as when the Régie des rentes du Québec refused to send the Ministère de l'Emploi et de la Solidarité sociale a fax confirming that an employment assistance recipient had not received his surviving spouse's pension cheque, or when the Régie de l'assurance maladie du Québec sent the Régie des rentes du Québec incorrect information about a citizen's status.

In the health and social services sector, the Québec Ombudsman notes the lack of coordination in services for citizens with a disability or pervasive developmental disorder. For instance, a rehabilitation centre for physical disabilities stopped providing services to a young person because he had been referred to a rehabilitation centre for intellectual disabilities after being diagnosed with a mental disability. Lack of coordination can also affect detainees, for example, when a health institution cannot conduct a court-ordered psychiatric assessment because of overcrowding.

Environment and living conditions

(Public service: 10.6%; Health and social services: 10.4%)

The living environment is a key factor in people's quality of life. This is why the Québec Ombudsman intervened with respect to the Curateur public to enable a person to remain in an environment that she knew and that met her needs. Similarly, it had to intervene when a youth centre no longer allowed a young adult to live at a residential resource simply because he had turned 18, even though this jeopardized his school year. Lastly, the Québec Ombudsman repeatedly witnessed situations in which the welfare of the people living in seniors' residences was not seen to properly. In one particularly disturbing case, some 60 people were transferred to an ill-adapted and ill-prepared centre in order to free up emergency beds in a hospital centre.

Financial aspects

(Public service: 9.9%; Health and social services: 9.6%)

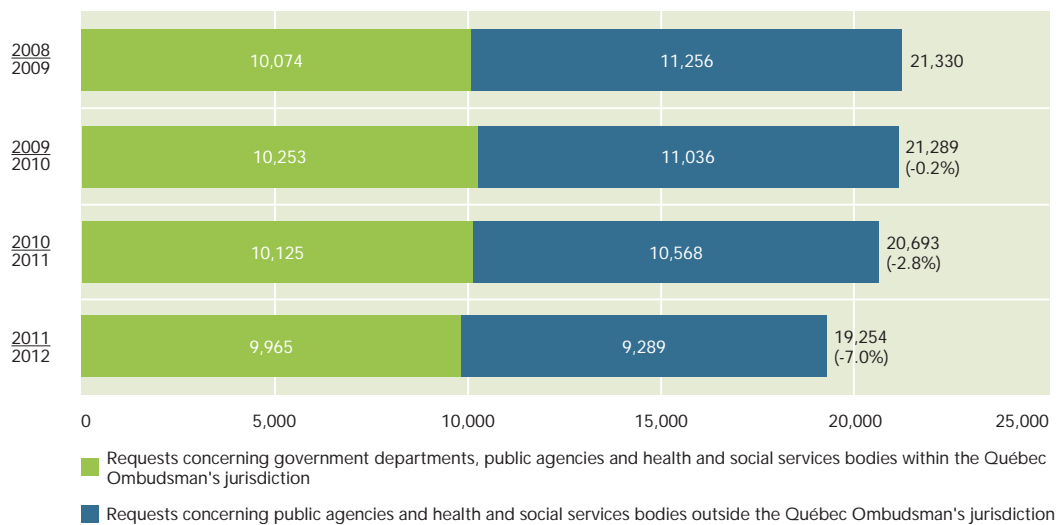
On the financial level, the Québec Ombudsman has seen that the government sometimes focuses on its administrative and financial performance instead of on the services to provide to citizens. It therefore intervened when the Commission de la santé et de la sécurité du travail (CSST) illegally seized a portion of an accident victim's benefits. It also got Revenu Québec to cancel citizens' interest charges arising from its tardiness in processing their files. Several complaints concerning health and social services had to do with the accessory costs citizens had to pay, including those for the treatment of macular degeneration. There also were a number of complaints about billing of private rooms that were medically required and billing of ambulance transportation, whose reimbursement policy remains somewhat of a mystery to citizens.

Failure to respect citizens' rights

(Public service: 9.1%; Health and social services: 12.3%)

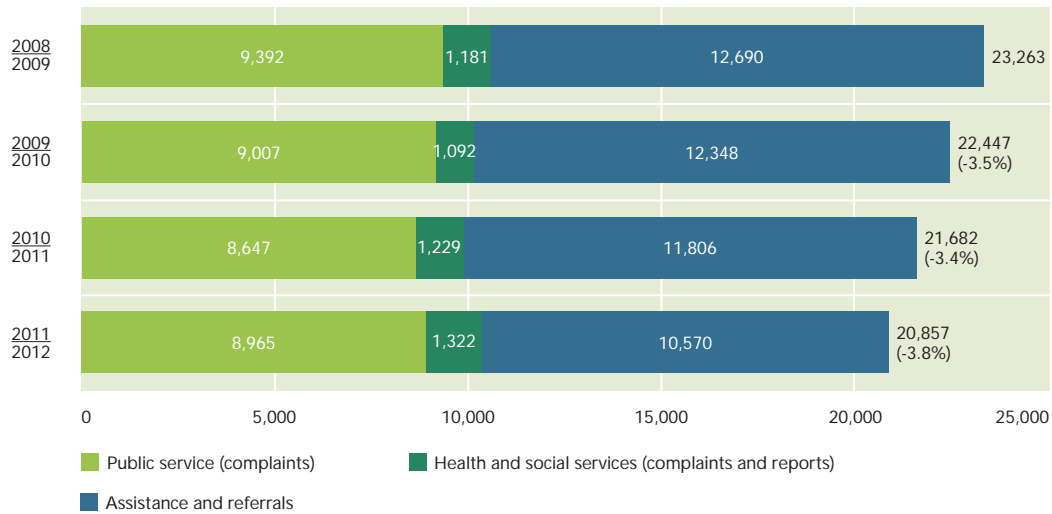
A phenomenon that continues to be observed in public services is the failure to respect rights. Apart from the lapses that had financial repercussions (abusive seizures or penalties), the Québec Ombudsman marked several cases in which decisions were rendered without all the facts being checked or that contravened the applicable legislation. Take the Office de la protection du consommateur, for example, which entered a notice of penal offence in a merchant's profile even though there had been no court ruling. La Financière agricole du Québec prevented a farm producer from explaining the circumstances that led to the imposition of a penalty when, in fact, explanations were allowed as part of the decision review. In health and social services, the failure to respects rights was mainly noted in the mental health sector, in particular, use of excessive means of isolation and restraint.

2 REQUESTS FOR SERVICE RECEIVED



In 2011-2012, the total number of requests for service decreased by 7.0%, due in large part to a marked decline in requests involving public agencies and bodies outside the Québec Ombudsman's jurisdiction (-12.1%), and a more modest reduction in the number of requests concerning government departments, public agencies and health and social services bodies within the Québec Ombudsman's jurisdiction (-1.6%).

3 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. Here, closed requests are grouped according to the factors involved. That is why the number of closed requests is slightly higher than the number of requests presented in the previous figure.

In 2011-2012, the number of complaints and reports within the Québec Ombudsman's purview increased by 4.2% from 2010-2011 figures, going from 9,876 in 2010-2011 (8,647 + 1,229) to 10,287 in 2011-2012 (8,965 + 1,322), whereas the number of requests for assistance and referrals decreased by 10.5% (from 11,806 to 10,570), which enabled the Québec Ombudsman to concentrate more on the cases that fell within its area of jurisdiction.

4 COMPLAINTS AND REPORTS CLOSED FOLLOWING AN INVESTIGATION

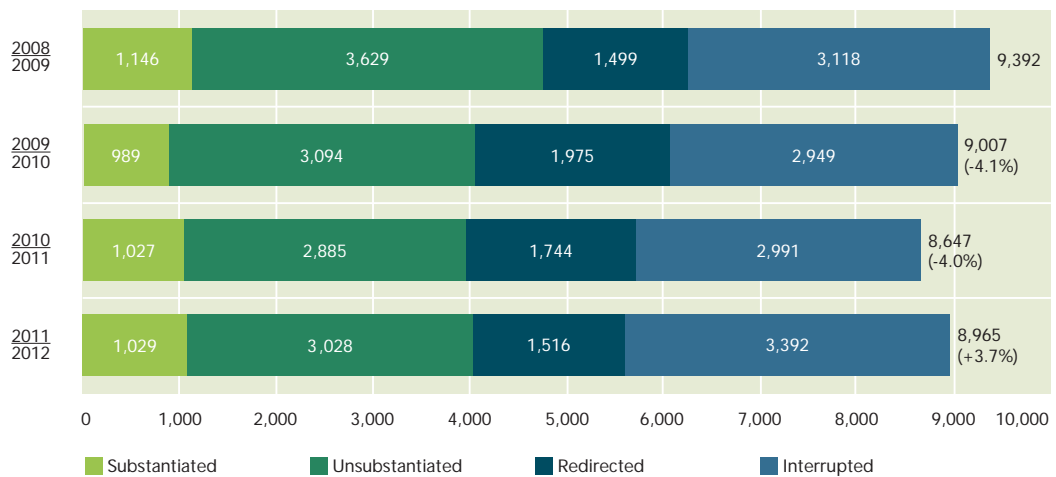
When a complaint or report is deemed admissible, the Québec Ombudsman launches an investigation.

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.

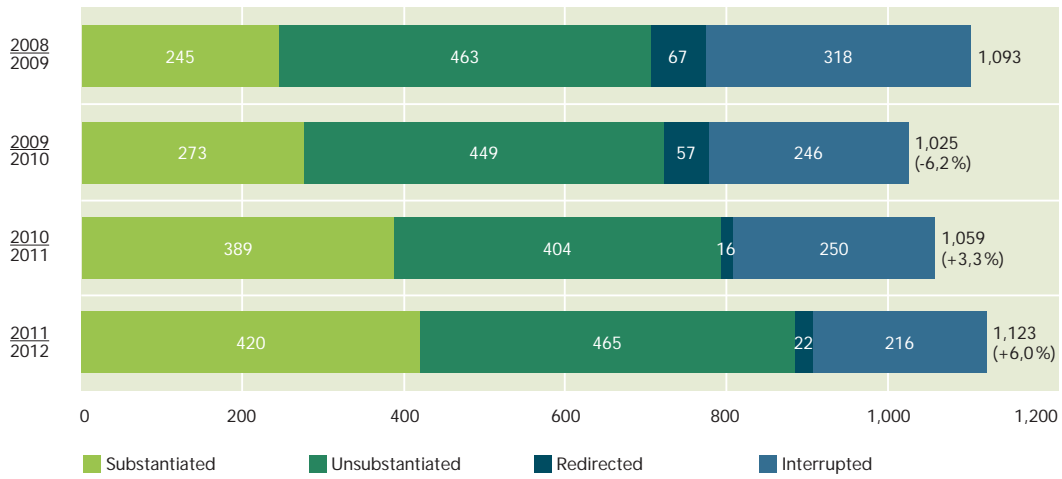
A decision as to whether or not a complaint is substantiated is only made after the investigation has been completed.

4.1 Variation in the number of closed complaints – Public service

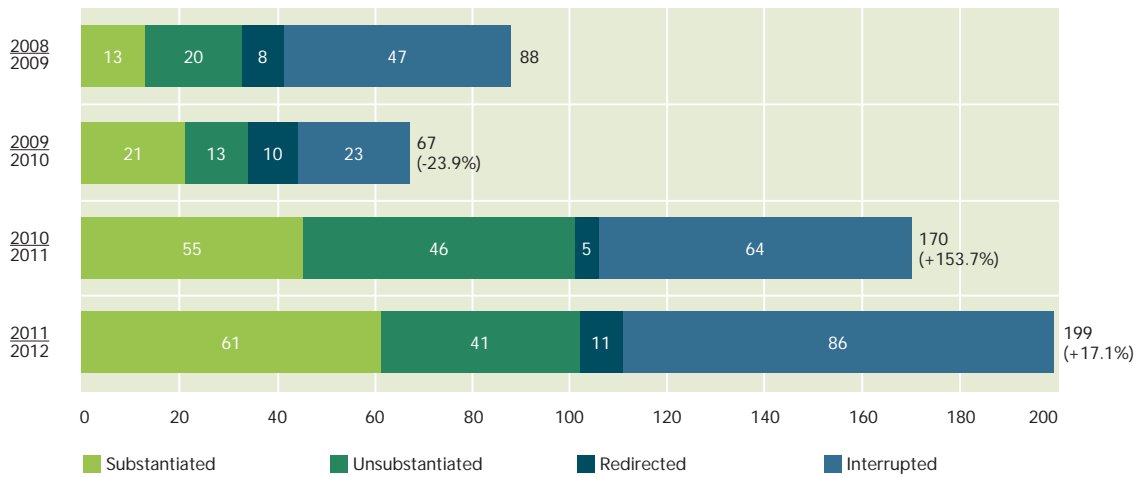


In 2011-2012, the number of substantiated public service complaints remained stable, and the number of unsubstantiated complaints rose by 5.0% (from 2,885 to 3,028).

4.2 Variation in the number of closed complaints – Health and social services



4.3 Variation in the number of closed reports – Health and social services



The total number of closed complaints in the health and social services sector increased by 6.0% in 2011-2012. It bears noting that substantiated complaints rose significantly (8.0%), from 389 to 420. Unsubstantiated complaints posted a 15.1% increase (from 404 to 465).

In 2011-2012, the number of closed complaints went up by 17.1% from figures for the previous year. However, redirected and interrupted reports increased more because, in a number of cases, the Québec Ombudsman handed them over to local and regional service quality and complaints commissioners for processing in the first instance.

4.4 Percentage of substantiated complaints and reports

	2008-2009	2009-2010	2010-2011	2011-2012
Substantiated complaints - Public service	24.0%	24.2%	26.3%	25.4%
Substantiated complaints and reports – Health and social services	34.8%	38.9%	49.7%	48.7%

The percentage of substantiated complaints is calculated as follows:

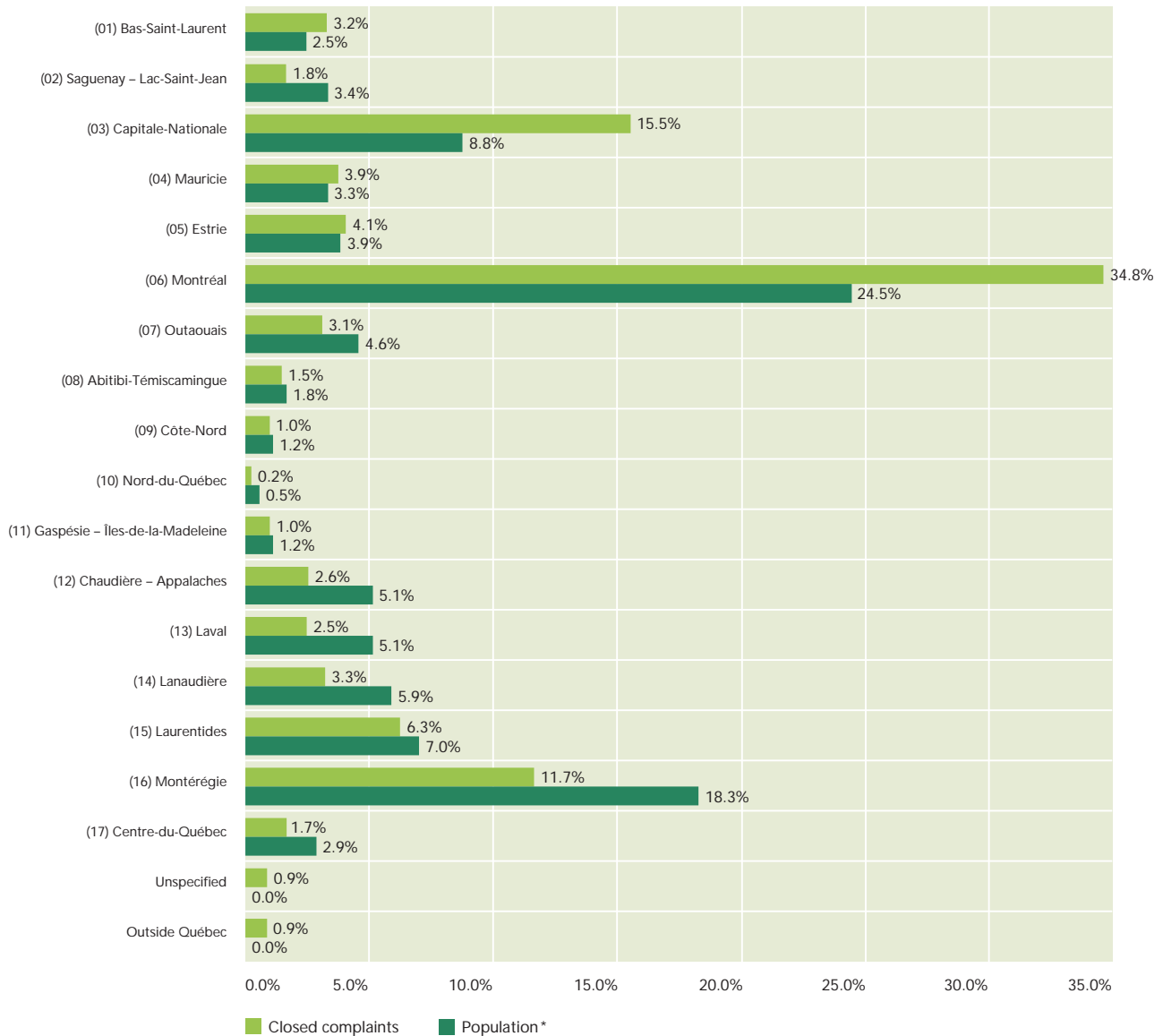
$$\frac{\text{Substantiated complaints and reports}}{\text{Substantiated complaints and reports} + \text{Unsubstantiated complaints and reports}}$$

The percentage of substantiated complaints and reports is basically the same as it was last year.

5 SOURCE OF COMPLAINTS AND REPORTS CLOSED FOLLOWING AN INVESTIGATION

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

Proportion of closed complaints for the public service/Proportion of the population

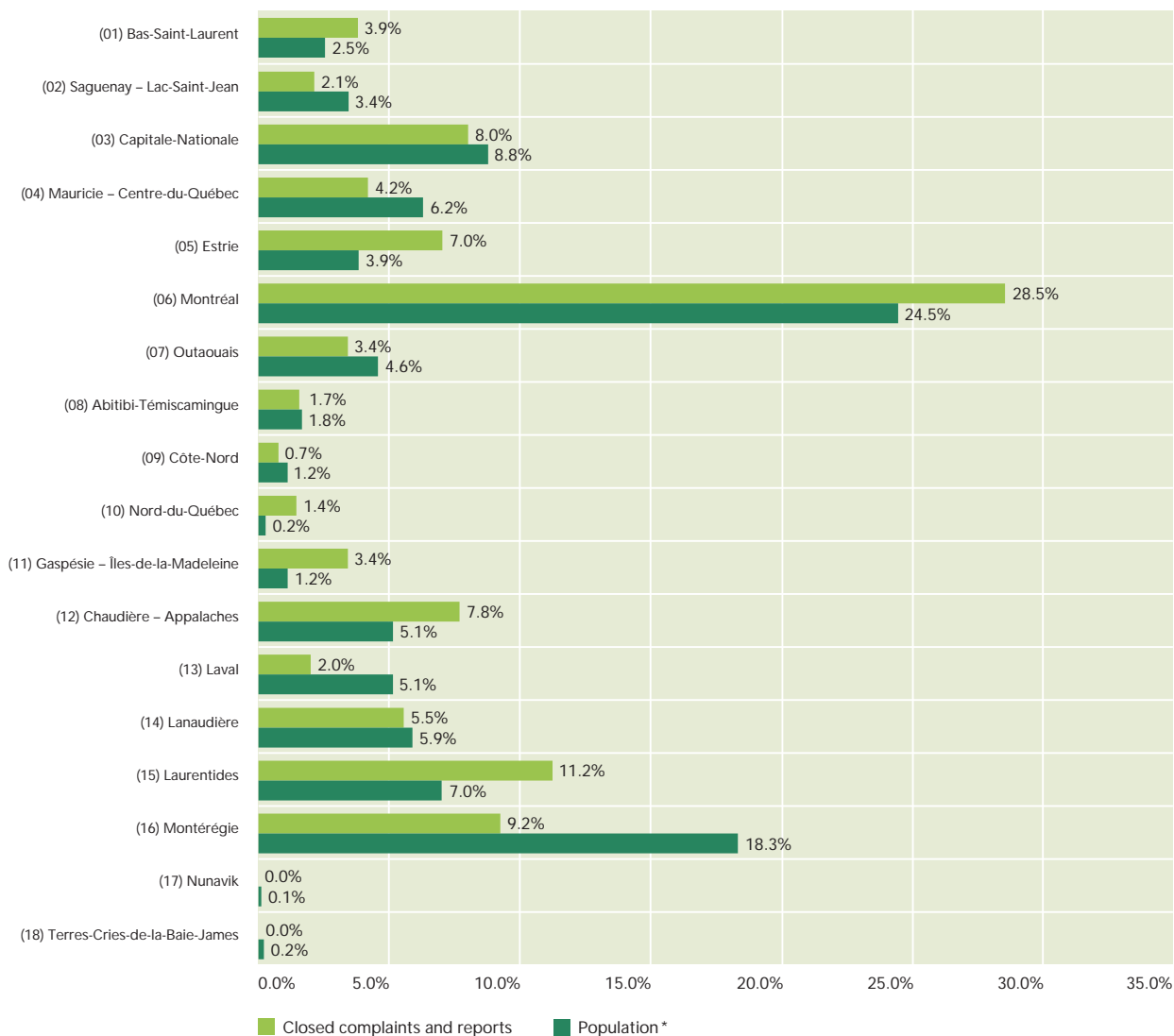


* Source: Statistics Canada, Demographics Division; Institut de la statistique du Québec, Direction des statistiques sociodémographiques et ministère de la Santé et des Services sociaux, Direction des études et des analyses. Population estimate as at July 1, 2011.

5.2 Source of closed complaints and reports in health and social services, 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.

Proportion of closed complaints and reports for health and social services/Proportion of the population



* Source: Statistics Canada, Demographics Division; Institut de la statistique du Québec, Direction des statistiques sociodémographiques et ministère de la Santé et des Services sociaux, Direction des études et des analyses. Population estimate as at July 1, 2011.

6 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.

This year, the acceptance rate for individual and collective measures requested by the Québec Ombudsman was 98.5% for individual measures and 98.4% for collective measures.

6.1 Individual scope measures accepted

SECTOR	2008-2009	2009-2010	2010-2011	2011-2012	2011-2012	
					MEASURES ACCEPTED	MEASURES REFUSED
Public service (complaints)	99.4%	99.6%	99.8%	99.0%	770	8
Health and social services (complaints)	96.4%	99.2%	90.1%	96.3%	154	6
Health and social services (reports)	100.0%	100.0%	100.0%	100.0%	16	0
Total	99.2%	99.6%	98.4%	98.5%	940	14

6.2 Collective scope measures accepted

SECTOR	2008-2009	2009-2010	2010-2011	2011-2012	2011-2012	
					MEASURES ACCEPTED	MEASURES REFUSED
Public service (complaints)	99.2%	99.5%	100.0%	97.8%	179	4
Health and social services (complaints)	99.7%	98.0%	93.9%	98.9%	262	3
Health and social services (reports)	100.0%	100.0%	98.8%	98.5%	67	1
Total	99.6%	98.8%	96.6%	98.4%	508	8

7 PROFILE OF COMPLAINTS AND REPORTS BY GOVERNMENT DEPARTMENT, PUBLIC AGENCY, MISSION OR SERVICE PROGRAM

In 2011-2012, the Québec Ombudsman intervened with respect to:

- 58 of 80, or 72.5%, of the government departments and public agencies subject to its jurisdiction;
- 190 of 299, or 63.5%, of the institutions and agencies in the health and social services network subject to its jurisdiction.

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

GOVERNMENT DEPARTMENT/ PUBLIC AGENCY	SUBSTAN- TIATED COMPLAINTS 2008-2009	SUBSTAN- TIATED COMPLAINTS 2009-2010	SUBSTAN- TIATED COMPLAINTS 2010-2011	SUBSTAN- TIATED COMPLAINTS 2011-2012
Ministère de la Sécurité publique	412	372	342	384
Revenu Québec	119	115	133	160
Commission administrative des régimes de retraite et d'assurances	9	9	147	88
Société de l'assurance automobile du Québec	233	184	117	72
Ministère de l'Emploi et de la Solidarité sociale	70	54	47	57
Commission de la santé et de la sécurité du travail	69	48	34	56
Régie du logement	26	19	26	53
Ministère de l'Éducation, du Loisir et du Sport	31	18	42	33
Curateur public	22	28	18	18
Régie de l'assurance maladie du Québec	29	9	14	14
Other	126	133	107	94
Total	1,146	989	1,027	1,029

7.2 Closed complaints, by government department or public agency, by investigation outcome

GOVERNMENT DEPARTMENT/ PUBLIC AGENCY/COMPONENT	COM- PLAINTS RECEIVED IN 2011- 2012	CLOSED COMPLAINTS IN 2011-2012				
		REDI- RECTED	INTER- RUPTED	UNSUB- STAN- TIATED	SUBS- TAN- TIATED	TOTAL
Assemblée nationale	2	1	0	1	0	2
Autorité des marchés financiers	17	0	10	7	3	20
Bureau d'audiences publiques sur l'environnement	2	0	0	0	0	0
Bureau de décision et de révision en valeurs mobilières	1	0	1	0	0	1
Centre de services partagés du Québec	11	3	6	2	1	12
Comité de déontologie policière	3	0	2	0	0	2
Commissaire à la déontologie policière	50	0	16	25	6	47
Commission administrative des régimes de retraite et d'assurances	200	0	32	43	88	163
Commission d'accès à l'information	35	1	13	10	5	29
Commission de la fonction publique du Québec	4	0	3	0	0	3
Commission de la santé et de la sécurité du travail						
Indemnisation	544	9	218	163	37	427
Indemnisation des victimes d'actes criminels	165	1	39	68	18	126
Général	39	2	8	7	1	18
Total : Commission de la santé et de la sécurité du travail	748	12	265	238	56	571
Commission de l'équité salariale	6	0	2	2	0	4
Commission de protection du territoire agricole du Québec	6	0	2	2	0	4
Commission des lésions professionnelles	56	1	42	5	2	50
Commission des normes du travail	47	1	22	12	2	37
Commission des relations du travail	18	0	10	6	0	16
Commission des transports du Québec	1	0	0	0	0	0

GOVERNMENT DEPARTMENT/ PUBLIC AGENCY/COMPONENT	COM- PLAINTS RECEIVED IN 2011- 2012	CLOSED COMPLAINTS IN 2011-2012					TOTAL
		REDI- RECTED	INTER- RUPTED	UNSUB- STAN- TIATED	SUBS- TAN- TIATED		
Commission municipale du Québec	2	0	0	0	0	0	0
Commission québécoise des libérations conditionnelles	24	1	5	9	3	18	
Conseil de gestion de l'assurance parentale	0	0	0	1	0	1	
Conseil de la justice administrative	3	0	2	0	0	2	
Conseil de la magistrature	5	0	2	2	0	4	
Coroner	19	0	3	5	2	10	
Curateur public	209	5	71	92	18	186	
Directeur des poursuites criminelles et pénales	7	0	5	0	0	5	
La Financière agricole du Québec	9	0	3	8	4	15	
Ministère de la Culture, des Communications et de la Condition féminine	8	0	3	2	2	7	
Ministère de la Famille et des Aînés	192	4	376	16	7	403	
Ministère de la Justice	50	0	18	19	5	42	
Ministère de la Santé et des Services sociaux	51	4	21	5	3	33	
Ministère de la Sécurité publique							
Sécurité civile	11	0	4	4	2	10	
Services correctionnels	3,739	1,289	1,067	767	381	3,504	
Général	20	0	6	5	1	12	
Total: Ministère de la Sécurité publique	3,770	1,289	1,077	776	384	3,526	
Ministère de l'Agriculture, des Pêcheries et de l'Alimentation	12	0	6	7	1	14	
Ministère de l'Éducation, du Loisir et du Sport							
Aide financière aux études	161	1	23	104	13	141	
Éducation	123	38	63	18	20	139	
Général	33	3	1	0	0	4	
Total: Ministère de l'Éducation, du Loisir et du Sport	317	42	87	122	33	284	

GOVERNMENT DEPARTMENT/ PUBLIC AGENCY/COMPONENT	COM- PLAINTS RECEIVED IN 2011- 2012	CLOSED COMPLAINTS IN 2011-2012					TOTAL
		REDI- RECTED	INTER- RUPTED	UNSUB- STAN- TIATED	SUBS- TAN- TIATED		
Ministère de l'Emploi et de la Solidarité sociale							
Emploi	80	14	29	31	1	75	
Régime québécois d'assurance parentale	31	0	5	12	6	23	
Solidarité sociale	892	58	326	327	49	760	
Général	150	2	12	11	1	26	
Total : Ministère de l'Emploi et de la Solidarité sociale	1,153	74	372	381	57	884	
Ministère de l'Immigration et des Communautés culturelles	30	3	3	4	3	13	
Ministère des Affaires municipales, des Régions et de l'Occupation du territoire	61	1	12	38	5	56	
Ministère des Finances	7	0	8	6	1	15	
Ministère des Ressources naturelles et de la Faune	56	0	24	23	3	50	
Ministère des Transports	49	5	14	18	3	40	
Ministère du Développement durable, de l'Environnement et des Parcs	45	1	15	17	9	42	
Ministère du Développement économique, de l'Innovation et de l'Exportation	3	0	0	2	0	2	
Ministère du Travail	3	0	2	0	0	2	
Office de la protection du consommateur	26	0	5	12	6	23	
Office des personnes handicapées du Québec	3	0	2	0	1	3	
Office des professions du Québec	9	0	6	3	1	10	
Office québécois de la langue française	6	0	1	2	1	4	
Régie de l'assurance maladie du Québec	217	3	31	106	14	154	

GOVERNMENT DEPARTMENT/ PUBLIC AGENCY/COMPONENT	COM- PLAINTS RECEIVED IN 2011- 2012	CLOSED COMPLAINTS IN 2011-2012				
		REDI- RECTED	INTER- RUPTED	UNSUB- STAN- TIATED	SUBS- TAN- TIATED	TOTAL
Régie des alcools, des courses et des jeux	8	0	4	1	0	5
Régie des marchés agricoles et alimentaires du Québec	4	0	1	0	1	2
Régie des rentes du Québec	285	5	52	116	8	181
Régie du bâtiment du Québec	26	6	4	4	1	15
Régie du logement	291	2	176	57	53	288
Revenu Québec						
Direction générale des biens non réclamés	10	0	10	1	2	13
Fiscalité	954	23	276	366	128	793
Perception des pensions alimentaires	120	8	27	58	14	107
Registraire des entreprises	31	1	6	13	16	36
Général	59	1	2	0	0	3
Total: Revenu Québec	1,174	33	321	438	160	952
Secrétariat du Conseil du trésor	1	0	1	0	0	1
Services Québec						
Directeur de l'état civil	52	2	15	25	2	44
Général	8	0	0	1	2	3
Total: Services Québec	60	2	15	26	4	47
Société de l'assurance automobile du Québec						
Code de la sécurité routière	325	8	61	172	31	272
Indemnisation	400	6	122	164	40	332
Général	39	0	3	0	1	4
Total: Société de l'assurance automobile du Québec	764	14	186	336	72	608
Société d'habitation du Québec	34	2	13	13	1	29
Tribunal administratif du Québec	39	1	19	8	0	28
Total	10,239	1,516	3,392	3,028	1,029	8,965

7.3 Closed complaints, health and social services, by mission

HEALTH AND SOCIAL SERVICES NETWORK MISSION	COM-PLAINTS RECEIVED IN 2011-2012	CLOSED COMPLAINTS IN 2011-2012				
		REDIRECTED	INTERRUPTED	UNSUBSTANTIATED	SUBSTANTIATED	TOTAL
Health and social services agency	28	2	3	9	8	22
Rehabilitation center	68	1	10	26	35	72
Residential and long-term care center	98	2	19	40	53	114
Hospital centre	404	7	80	163	217	467
Youth centre	132	7	50	94	6	157
Local community service centre	180	2	35	82	72	191
Community organization	53	0	8	17	5	30
Private seniors' residence	24	1	3	8	16	28
Shelters	3	0	1	0	0	1
Pre-hospital emergency services	34	0	7	26	8	41
Awaiting assignment of a mission	13	0	0	0	0	0
Total	1,037	22	216	465	420	1,123

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).

7.4 Closed reports, health and social services, by mission

HEALTH AND SOCIAL SERVICES NETWORK MISSION	REPORTS RECEIVED IN 2011-2012	CLOSED REPORTS IN 2011-2012				
		REDIRECTED	INTERRUPTED	UNSUBSTANTIATED	SUBSTANTIATED	TOTAL
Health and social services agency	14	3	6	4	0	13
Rehabilitation centre	8	0	3	0	8	11
Residential and long-term care centre	36	2	11	5	5	23
Hospital centre	66	3	38	7	16	64
Youth centre	16	1	7	3	12	23
Local community service centre	24	0	9	7	3	19
Community organization	1	0	0	0	0	0
Private seniors' residence	18	2	11	4	1	18
Shelters	60	0	0	9	16	25
Pre-hospital emergency services	2	0	1	2	0	3
Total	245	11	86	41	61	199

7.5 Closed complaints, health and social services, by service program

HEALTH AND SOCIAL SERVICES SERVICE PROGRAM	REPORTS RECEIVED IN 2011-2012	CLOSED COMPLAINTS IN 2011-2012				
		REDIRECTED	INTERRUPTED	UNSUBSTANTIATED	SUBSTANTIATED	TOTAL
Buildings and equipment	2	0	0	1	4	5
Intellectual disability/Pervasive developmental disorders	52	0	13	20	32	65
Physical disability	118	1	11	41	35	88
Addictions	12	0	3	3	1	7
Troubled youth	123	7	49	84	4	144
Physicians	5	0	2	0	4	6
Age-related loss of independence	128	3	24	62	75	164
Complaints investigation system	64	3	14	11	26	54
Mental health	122	3	32	47	33	115
Physical health	217	2	34	87	136	259
Public health	0	0	0	2	3	5
Service support	146	2	18	97	64	181
Not applicable	4	0	4	0	0	4
Other	28	1	12	10	3	26
Awaiting assignment of a service program	16	0	0	0	0	0
Total	1,037	22	216	465	420	1,123

7.6 Closed reports, health and social services, by service program

HEALTH AND SOCIAL SERVICES SERVICE PROGRAM	REPORTS RECEIVED IN 2011-2012	CLOSED REPORTS IN 2011-2012				
		REDIRECTED	INTERRUPTED	UNSUBSTANTIATED	SUBSTANTIATED	TOTAL
Intellectual disability/Pervasive developmental disorders	7	0	3	0	7	10
Physical disability	7	0	0	0	1	1
Addictions	55	0	0	9	14	23
Troubled youth	19	1	8	3	13	25
Age-related loss of independence	56	4	25	11	9	49
Complaints examination system	50	0	33	10	7	50
Mental health	33	3	11	3	8	25
Physical health	8	1	3	3	2	9
Service support	4	2	1	2	0	5
Other	6	0	2	0	0	2
Total	245	11	86	41	61	199

8 A SECTOR NOT UNDER THE QUÉBEC OMBUDSMAN'S JURISDICTION BUT FOR WHICH REQUESTS FOR SERVICE RAISE CONCERNS

This year, there were 263 requests for service concerning Hydro-Québec, even though the Québec Ombudsman has no power to intervene with respect to this agency. This represents a 14.8% increase over last year's figures. The main grounds for complaints were payment agreements, billing, service interruptions and installation wait times and, generally speaking, the inability to present a problem to a staff member. Requests for service also included a few complaints concerning next-generation meters.

However, the Québec Ombudsman, under the jurisdiction assigned to it by law, cannot process these requests as complaints.

AGENCY	2008-2009	2009-2010	2010-2011	2011-2012
Hydro-Québec	171	164	229	263