

Complaints about the services provided in Cree Health Board establishments are handled by the Commissioner of Complaints, with the help of the Medical Examiner in some cases. The Commissioner and the Medical Examiner work together and report directly to the Board of Directors of the Cree Health Board. A Vigilance Committee of the Board of Directors monitors the situation.



Improving the quality of services

Giving feedback or filing a complaint helps to improve the quality of healthcare services for yourself, your family, and your community.

“As a user of services you have the right to have your dignity respected and to be respected.”

– CHB Code of Ethics



<http://creehealth.org/about-us/users-rights>



Conseil Cri de la santé et des services sociaux de la Baie James
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Cree Board of Health and Social Services of James Bay

You have the right to **Quality Health and Social Services**
Information about the Complaints Process



Commissioner of Complaints

If you are thinking about filing a complaint, contact the Commissioner of Complaints and discuss the situation.

The Commissioner will guide you in how to make a formal complaint.

R18.complaints@ssss.gouv.qc.ca

1-866-923-2624 (toll free)

Please leave your full name and phone number.

The complaints process: How does it work?

Unhappy with services you receive? You have the right to file a complaint. You can file a complaint verbally, on the phone, or in writing.

Can someone help me to file a complaint?

Yes.

The Commissioner of Complaints can help you at all stages of the complaint process.

The Commissioner can suggest that the Cree Health Board take certain actions to correct the situation and improve the quality of care for all. The Commissioner seeks solutions that are satisfactory to both parties.

Is my complaint private?

Yes.

The Commissioner of Complaints makes sure your complaint is kept private.

The Commissioner also makes sure that no actions are taken against you because you file a complaint.

Can I file a complaint about a doctor?

Yes.

If your case concerns a doctor, medical student, dentist or pharmacist, the Commissioner of Complaints will forward it to the Medical Examiner and you will be told about this.

Does it cost me money to file a complaint?

No.

The complaint process is free of charge, whether performed by the Complaints Commissioner or the Medical Examiner.