

Complaints about the services provided in the Cree Board of Health and Social Services (CBHSSJB) establishments are handled by the Office of Service Quality and Complaints, with the help of the Medical Examiner in some cases.



The Office and the Medical Examiner work together and report directly to the Board of Directors of the CBHSSJB.



A Vigilance Committee of the Board of Directors monitors the situation.

You have the right to Quality Health care and Social Services.



About the Complaints Process

Thinking about filing a complaint? Contact the Office of Service Quality and Complaints to discuss the situation. The Commissioner or Assistant Commissioner will guide you on how to make a formal complaint.

1-866-923-2624 (toll free)

Please leave your full name and phone number.

R18.complaints@ssss.gouv.qc.ca

The complaints process: HOW DOES IT WORK?

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HOW DOES IT WORK?

Can someone help me file a complaint?

Is my complaint private?

Can I file a complaint about a doctor?

Does it cost me money to file a complaint?

Yes.

The Commissioner or Assistant Commissioner (of Service Quality and Complaints) can help you at all stages of the complaint process.

They can suggest the CBHSSJB take certain actions to correct the situation, and improve the quality of care for all.

They seek solutions that are satisfactory to both parties.

Yes.

The Commissioner or Assistant Commissioner makes sure your complaint is kept private.

They also make sure that no actions are taken against you because you file a complaint.

Yes.

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

No.

The complaint process is free of charge, whether performed by the Office of Service Quality and Complaints or the Medical Examiner.

Improving the quality of services

Giving feedback or filing a complaint helps improve the quality of health care and social 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." – CBHSSJB Code of Ethics

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