

## YOU CAN RECEIVE ASSISTANCE AND ACCOMPANIMENT

You have the right to be assisted and accompanied by the person of your choice at any stage of the complaints process.

You may also request support from the WMRC Users' Committee, the *Centre d'assistance et d'accompagnement aux plaintes (CAAP) – Île de Montréal* or the LCSQC.

USERS' COMMITTEE OF WEST MONTREAL  
READAPTATION CENTRE

Telephone 514 363-3025 | ext. 2422

CENTRE D'ASSISTANCE ET D'ACCOMPAGNEMENT  
AUX PLAINTES (CAAP) – ÎLE DE MONTRÉAL

7333 St-Denis Street  
Montreal | Quebec | H2R 2E5  
Telephone 514 861-5998  
Toll-free 1 877 767-2227  
Fax 514 861-5999  
info@caapidm.ca

LOCAL COMPLAINTS AND  
SERVICE QUALITY COMMISSIONER  
WEST MONTREAL READAPTATION CENTRE

Ms. Dominique Normand  
Telephone 514 364-4284  
Fax 514 595-5371  
dominique.normand@ssss.gouv.qc.ca

VERSION FRANÇAISE DISPONIBLE SUR DEMANDE

## THE WMRC COMPLAINTS PROCEDURE

Dissatisfaction with WMRC, a family-type or intermediate resource, an organization or person reporting to WMRC

First level of investigation: WMRC  
Time limit: 45 days

Method of recourse:  
The Quebec Ombudsman



THE LOCAL COMPLAINTS AND SERVICE QUALITY  
COMMISSIONER (LCSQC)  
8000 Notre-Dame Street  
Lachine | Quebec | H8R 1H2

## COMPLAINTS PROCEDURE

YOUR SATISFACTION  
IS IMPORTANT TO US



## YOUR SATISFACTION WITH SERVICES RECEIVED IS IMPORTANT TO US

Because you have the right to services that respect your rights and liberties, your differences and your sociocultural background;

Because you must be treated with courtesy, understanding and fairness, with respect to your dignity, your abilities and your needs;

Because it is essential for West Montreal Readaptation Centre (WMRC) to ensure quality services;

Because you have the right to make a complaint about the services you are receiving, you should receive or you should have received.

## WHAT TO DO IF YOU ARE DISSATISFIED WITH A SERVICE RECEIVED, OR THAT YOU BELIEVE YOU SHOULD HAVE RECEIVED FROM WEST MONTREAL READAPTATION CENTRE

Firstly, discuss the situation frankly with the caregiver, the staff member, the professional or the rehabilitation manager concerned, as these are the main people involved in the quality of services offered to you. Often, this approach is sufficient to obtain satisfaction.

However, if you have tried this first step without success or if it does not appear to apply to your situation, you may make a complaint by following WMRC's complaints procedure.

Your complaint will be investigated by the Local Complaints and Service Quality Commissioner (LCSQC), who reports directly to the Board of Directors and whose functions are related exclusively to the examination of complaints.

## THE PRINCIPLE STEPS IN THE INVESTIGATION OF YOUR COMPLAINT

### STEP 1: RECEPTION OF THE COMPLAINT

Your complaint, which may be verbal or written, must be addressed to the LCSQC.

You will receive an acknowledgment that your complaint was received within five days of the reception date.

### STEP 2: INVESTIGATION OF THE COMPLAINT

The LCSQC will analyse the legitimacy of your complaint.

The investigation of your complaint requires the cooperation of all the people involved with your complaint. The information gathered will serve only to review the complaint and all measures will be taken to guarantee confidentiality.

You must cooperate with the LCSQC by providing the information needed and by being available, if necessary, to participate in a meeting. The analysis of your complaint also means that the LCSQC must contact the employee, professional or caregiver involved to obtain their versions.

### STEP 3: CONCLUSIONS OF THE LOCAL COMPLAINTS AND SERVICE QUALITY COMMISSIONER AND CORRECTIVE MEASURES, IF REQUIRED

Within a maximum of 45 days from the date your complaint was received, you will receive the conclusions reached by the LCSQC, indicating whether any measures are being considered to remedy the situation.

If the complaint is written, the LCSQC transmits the conclusions in writing. If the complaint is verbal, the conclusions may be transmitted verbally.

If your complaint is considered to be founded, corrective measures may be applied. These measures, which can be implemented during the investigation of the complaint or after, will be determined by taking into account your observations, your rights and the organization of WMRC services and resources.

### STEP 4: METHODS OF RECOURSE

If you do not agree with the conclusions of the LCSQC, you may submit your complaint, verbally or in writing, to the Quebec Ombudsman who will, as soon as possible, perform an analysis and present the conclusions reached to you.

## FOLLOW-UP TO THE RECOMMENDATIONS OF THE LOCAL COMPLAINTS AND SERVICE QUALITY COMMISSIONER

The WMRC Board of Directors ensures that follow-up to the recommendations made by the LCSQC and the Quebec Ombudsman is carried out.

## THE QUEBEC OMBUDSMAN

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Floor 10 | Office 1000  
Montreal | Quebec | H2Z 1S8  
Telephone 514 873-2032  
Toll-free 1 800 463-5070  
Fax 1 866 902-7130