Give us your feedback
Your rights include...

Care and service
Receive the best possible care and service in a confidential manner

Respect
Be respected and treated in a fair and polite manner

Information
Be given information you can understand about your health and your options for treatment and care

Choice
After being informed, provide or refuse consent to receive treatment, care or services

To whom can I address my non-medical complaint or comment?
First, contact the appropriate staff member, the head nurse or the chief of the department.
If you are still unsatisfied, you may contact the CIUSSS Service Quality and Complaints Commissioner.

Medical complaints
If your complaint concerns a physician, dentist or pharmacist, it will be forwarded to the CIUSSS Medical Examiner.

Not satisfied with the conclusion?
You can take an additional step:
Non-medical complaints:
Protecteur du citoyen
www.protecteurducitoyen.qc.ca

Medical complaints:
CIUSSS Revision Committee
3755 Côte Ste-Catherine Road, B-119
Montreal, (Quebec) H3T 1E2

Other services offered
If you need help or support in making your complaint, contact:
Centre d’assistance et d’accompagnement aux plaintes de Montréal (CAAP)
514-861-5998
www.caapidm.ca
You can also contact the Users’ and Residents’ Committee: 514-340-7577

CIUSSS West-Central Montreal is committed to offering you the best quality of care possible.

We respect your rights and we value your feedback.

If you are not satisfied with the care or the services that you have received, we invite you to speak up!