

DO YOU WANT TO PARTICIPATE IN THE IMPROVEMENT OF SERVICE QUALITY IN THE HEALTHCARE SECTOR?

Follow these 4 easy steps

ARE YOU A HEALTH CARE AND SOCIAL SERVICE USER?

Whether your experience was exceptional or you wish to see care improved for our whole community, we are here for you.



DID YOU KNOW THAT AS A USER, YOU HAVE A COMPLAINT RIGHT?

Within the meaning of the Act respecting Health Services and Social Services, users of the healthcare system have a complaint right that can be exercised with the Office of the Service Quality and Complaints Commissioner from which they receive their services.

DID YOU KNOW THE COMPLAINTS COMMISSIONER'S OFFICE IS IMPARTIAL?

We only report to the CIUSSS Board of Directors and not to the establishment nor its management. We are the only independent and impartial body to receive and deal confidentially with your dissatisfactions.



DID YOU KNOW THAT WE COULD MAKE OUR HEALTHCARE INSTITUTIONS MORE HUMANE AND EFFICIENT?

The Service Quality and Complaints Commissioner Offices have the mission to improve the quality of services for all through your user experience.

Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de-l'Île-de-Montréal

Québec



Commissariat aux plaintes et à la qualité des services
Office of the Service Quality and Complaints Commissioner

514-340-8222 ext. 24222
www.ciuisswestcentral.ca/complaints

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