



A message from Portage's Service Quality and Complaints Commissioner

ACCORDING TO THE QUÉBEC HEALTH AND SOCIAL SERVICES ACT, IF YOU ARE NOT SATISFIED WITH THE SERVICES YOU HAVE OR SHOULD HAVE RECEIVED AT PORTAGE, YOU HAVE THE RIGHT TO EXPRESS YOUR DISSATISFACTION OPENLY, WITHOUT FEAR OF REPRISAL. THE ACT RECOGNISES YOUR RIGHT TO AN APPROPRIATE RESPONSE AND CORRECTIVE MEASURES, WHERE NECESSARY, AND AS QUICKLY AS POSSIBLE.

CONSTANTLY WORKING TO IMPROVE OUR SERVICES

Portage prides itself on the services that it provides, and strives to continually improve the quality of these services. The complaints filed with the Commissioner are opportunities for Portage to review its services and the training and supervision of its personnel, as well as opportunities to make adjustments, where needed.

Portage will do its utmost to ensure your satisfaction.

Written complaints and written comments should be forwarded by internal mail (please mark them as CONFIDENTIAL), to:

- ▶ Office of the Local Service Quality and Complaints Commissioner
865 square Richmond
Montréal, Québec
H3J 1V8

You may request a copy of the procedure on the handling of complaints from Portage management, the Residents Committee, the Users Committee, or from the **Local Service Quality and Complaints Commissioner.**

THE LOCAL SERVICE QUALITY AND COMPLAINTS COMMISSIONER'S COORDINATES

Pierre-Antoine Guinard
Local Service Quality and Complaints Commissioner
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SERVICE QUALITY: A PRIORITY AT PORTAGE



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www.portage.ca



In case of dissatisfaction

If you are not satisfied with the services or care that you have or should have received at Portage, your first course of action could be to speak to the staff member with whom you are dissatisfied in a courteous and open manner. You can try to use the communication and conflict resolution tools that are taught at Portage to do this. Where necessary, do not hesitate to contact the supervisor of the staff member involved.



How to register a complaint

If, within a reasonable amount of time, you have not received some sort of explanation, reply, or been informed that appropriate corrective measures will be taken, you can register a complaint with Portage's Local Service Quality and Complaints Commissioner.

All complaints must be addressed directly to the Local Service Quality and Complaints Commissioner; over the phone, in person, by email, or in writing. Please see the back of this brochure for contact information.

Note that the Commissioner has the right to reject complaints that he judges frivolous, vexatious, or insincere.

Once your complaint has been made

Unless you inform the Commissioner that the situation has been resolved to your satisfaction within 72 hours of filing the complaint, you will receive a written notice that your complaint has been filed.

The Commissioner will contact you to get your interpretation of the situation and will also meet with other concerned parties, in order to properly assess the situation. He may also consult your Portage file.

Following his examination of your case, the Commissioner will inform you of his conclusions and of the recommendations he proposes to rectify the situation, where necessary. The report will be presented to you and its conclusions will be presented to the appropriate staff members no more than 45 days after receipt of your complaint.

If you are not satisfied with the Commissioner's conclusions or recommendations, or if you are not satisfied that Portage's staff members have acted upon his recommendations in a satisfactory manner, you have the right to contact the *Protecteur du citoyen* at the following numbers:

- ▶ **Montréal**
514.873.3205
- ▶ **Québec :**
418.643.2688



Your right to seek assistance during this process

You do not need to go through this process alone. The Québec Health and Social Services Act states that you have the right to be accompanied and assisted by a person of your choice throughout the complaint process, if you so desire. One of the mandates of Portage's Users Committee is to accompany program participants who wish to make a complaint. If you would like to be accompanied by a member of Portage's Users Committee, you may contact the Committee at 514.939.0202, extension 250. Minors have the right to be represented and assisted by a person of their choice as well as their legal representative.

For more assistance, you may also want to contact the *Centre d'assistance et d'accompagnement aux plaintes* to obtain free advice on your situation:

- ▶ **Montréal Region - CAAP-Île de Montréal**
514.861.5998
- ▶ **Québec Region - CAAP-Capitale Nationale**
418.681.0088
- ▶ **Saint-Malachie - CAAP-Chaudière-Appalaches**
418.387.8414

The Local Service Quality and Complaints Commissioner is also available to help you in the preparation of your complaint.

ANONYMOUS COMPLAINTS

Anonymous complaints are inadmissible unless the Commissioner advises to the contrary.

CONFIDENTIALITY

All complaints are treated in confidentiality.

I have the right to be happy and to be treated with care and understanding ; I have a right to be safe ; I have a right to say what I feel ; I have a right to learn