

Are you **dissatisfied** with Portage's services?

Do you feel that your



**rights have not been respected?**



We encourage you to use the different tools you have learned Portage to express your dissatisfaction and find a solution to your problem.

If you are still not satisfied, you can register a complaint verbally, in writing, or by email to Portage's

**SERVICE QUALITY AND  
COMPLAINTS COMMISSIONER**

PIERRE-ANTOINE GUINARD

(450) 821-4084

865 SQUARE RICHMOND  
MONTRÉAL (QC) H3J 1V8  
PAGUINARD@PORTAGE.CA

Should **you need help** in preparing your complaint or wish to be accompanied in the progress, you may contact the:

**Portage User's Committee**

Tel : (514) 939-0202 extension 250

**Centre d'assistance et d'accompagnement aux plaintes**

CAAP-Île de Montréal

Tel: (514) 861-5998



Freedom from addiction