



Centre hospitalier
universitaire
de Sherbrooke

*It's a winning
formula
for users!*

**Your comments and suggestions
will help us provide, maintain,
and improve the quality
of care and services
given to the public.**

COPIES OF THE COMPLAINTS PROCEDURE
ARE AVAILABLE, AT ALL TIMES,
AT THE LOCAL COMPLAINT
AND SERVICE QUALITY
COMMISSIONER'S OFFICE.

ROLE OF THE LOCAL COMPLAINT AND SERVICE QUALITY COMMISSIONER

The local complaint and service quality commissioner is mandated by the Board of Directors to receive and process complaints regarding services provided by the CHUS.

The local complaint and service quality commissioner's duty is to help you file your complaint. When examining a complaint, the commissioner is responsible for:

- ☺ asking you your version of events;
- ☺ consulting relevant documents;
- ☺ meeting other people involved in the case;
- ☺ transmitting his conclusions and the reasoning behind them to you within the prescribed deadline;
- ☺ forwarding his recommendations to the CHUS when needed.

The local complaint and service quality commissioner's approach is based on conciliation. He can submit recommendations, but cannot make them binding as would a tribunal.

WHERE AND HOW TO REACH THE LOCAL COMPLAINT AND SERVICE QUALITY COMMISSIONER?

Commissaire local aux plaintes et à la qualité des services

CHUS — Hôtel-Dieu (Édifice Murray)
580, rue Bowen Sud
Sherbrooke (Québec) J1G 2E8
819 346-1110, ext. 14525 or 24522
1 866 917-7903 free of charge



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DO YOU HAVE A COMPLAINT?

*Help and
attention at
your service*



**IMPROVING CARE
AND SERVICE DELIVERY
TO OUR CLIENTELE**

The Centre hospitalier universitaire de Sherbrooke (CHUS) acknowledges user's (patient's) right to express any dissatisfaction they may feel about care and services they have received or should have received, without fear of reprisals.

HERE ARE THE STEPS TO FOLLOW IF YOU HAVE A COMPLAINT:

- 1** First, express your dissatisfaction to the staff you have direct contact with.
- 2** If you are still not satisfied ask to meet with the person in charge of the sector where you received service.
- 3** If the matter is still not settled, express your complaint orally or file a written complaint.

WHO CAN FILE A COMPLAINT?

Any user, beneficiary or resident of the CHUS can file a complaint. If any such person is unable to do so, he can be replaced by his representative or be assisted or accompanied by a person of his choice.

PLEASE TAKE NOTE...

- 😊 your complaint will always remain confidential;
- 😊 you will receive a written notice indicating the date of receipt of your complaint;
- 😊 the local complaint and service quality commissioner has 45 days from the date which he received your complaint to inform you of his recommendations;
- 😊 the local complaint and service quality commissioner can access the user's medical record but is bound to confidentiality;
- 😊 however, if your complaint concerns a medical, dental or pharmaceutical act, a special procedure applies, the complaints examiner will provide the necessary explanations;
- 😊 there is no service charge for lodging a complaint;
- 😊 if you need assistance, please contact the *Centre d'assistance et d'accompagnement aux plaintes (CAAP) 819 823-2047* or *User's Committee 819 829-3288*;
- 😊 the CHUS will protect you against any retaliatory measures. Should any occur, you should immediately contact the local complaint and service quality commissioner;
- 😊 by using this procedure, you are contributing to improving service delivery for yourself, your loved ones and each user of our facilities.

AS A USER OF THE CHUS, YOU HAVE THE RIGHT TO:

- 😊 receive the care and services required by your condition;
- 😊 receive appropriate, quality services;
- 😊 be informed of the resources our institution has available for providing these services, and of how to access them;
- 😊 receive care and services in a safe, clean, calm, and welcoming setting featuring respect and confidentiality;
- 😊 receive the information you need to give informed consent;
- 😊 take part in decisions that concern you;
- 😊 express your evaluation of the care and services you have received, specifically through the user satisfaction questionnaire;
- 😊 express any dissatisfaction you may have or file a formal complaint if you deem that your rights have not been respected by the institution or by a member of its staff.

If you consider that your rights have been violated, please feel free to let us know without hesitation.