

Montréal, July 4 2006

Commissaire à la qualité des services
Montréal (Qc)

OBJECT: DISSATISFACTION REGARDING SERVICES FROM CLSC X

Mrs X,

This letter is addressed to you as the service quality and complaints commissioner of the CLSC X. I wish to bring to your attention a situation that I consider unacceptable regarding the quality of services offered at the above mentioned CLSC.

Between April 14th 2005 and April 11th 2006, I went to the CLSC on three occasions trying to get services. I particularly wanted to obtain psychological counselling and I also wanted to know what kind of services the CLSC could offer me. On every occasion, I was returned home or directed to the Clinic X which, in turn, returned me to the CLSC X.

Finally, on April 11 2006, I saw Mrs X from the admission and on May 23rd, Mrs X, social worker, was assigned to my case.

When I met Mrs X at the CLSC in May, she told me she couldn't do anything for me and suggested that I contact the Louis Braille Institute. In June, when she heard that I had the intention to formulate a complaint, she called me and said that she would come and evaluate my needs.

In fact, she came at the beginning of June, did her evaluation and nothing was done since that visit.

Is it possible to explain to me why it took so long to obtain services from the CLSC? I find this kind of delay unacceptable and I feel that I have been tossed from one place to another without any consideration for my welfare.

Following this letter, I wish that another social worker be assigned to my case because I feel I can not rely on Mrs. X to give me the services that I need.

Thank you very much in advance for the time and the energy you will spend in the evaluation of my case. If you ever need some precisions regarding my complaint, please do not hesitate to contact me. Mrs Turbide is assisting me in the different steps of this procedure. I would appreciate if you could send a copy of the documents you will send me to Madame Andrée Turbide of the Centre d'Assistance et d'accompagnement aux plaintes-Île de Montréal.

Respectfully yours,

M. X

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