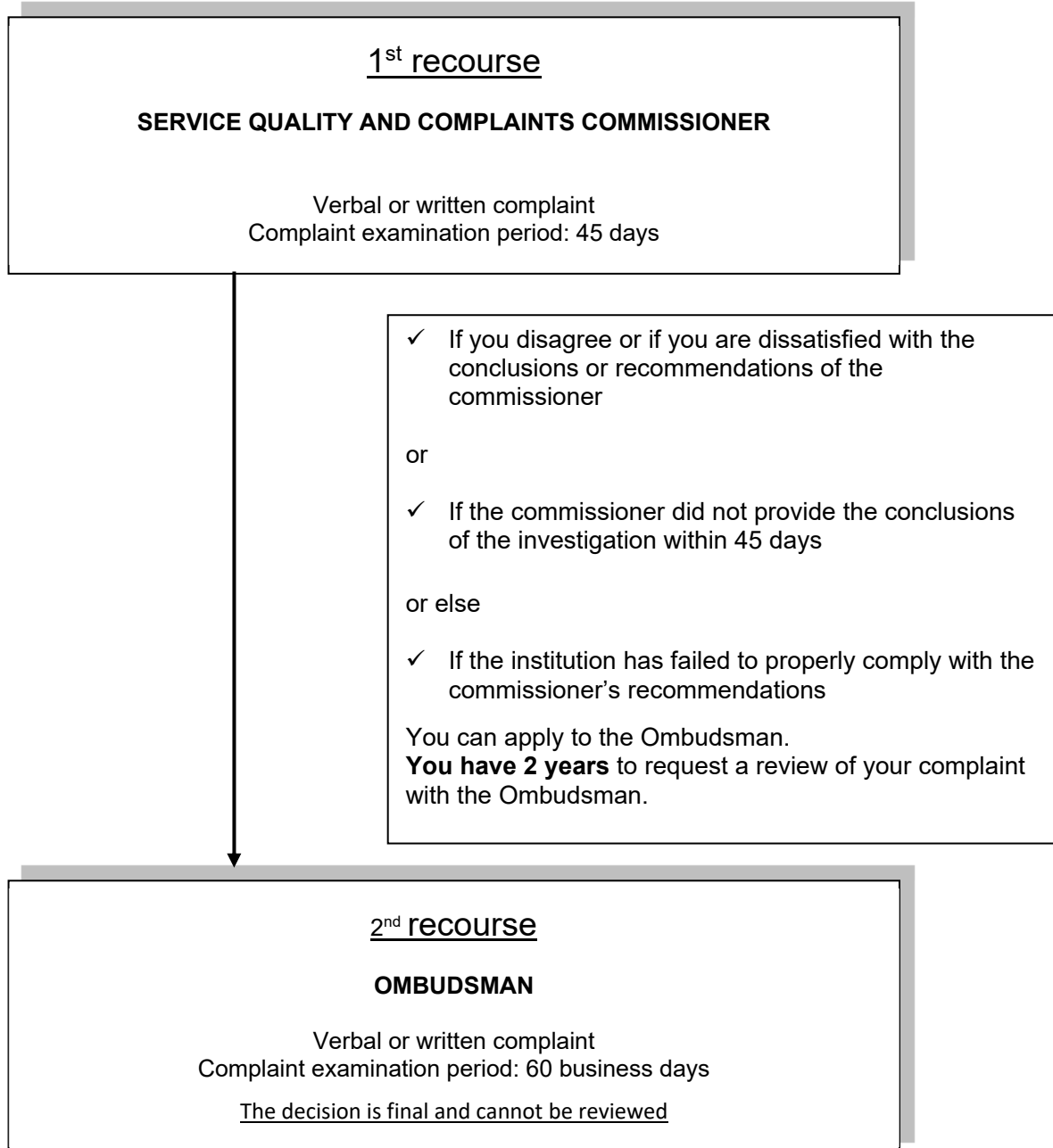


Schedule 1

Complaint process within the context of the complaint examination system (REP), except for a complaint about a physician, a dentist, a pharmacist or a medical resident

The complaint must be forwarded to the commissioner



Schedule 1 (continued)

1st recourse

WHO CAN FILE A COMPLAINT?

- The user
- A user's authorized representative
- The legal representative
- The heir or legal representative of a deceased user

The complaint must be forwarded to the commissioner

1st recourse

SERVICE QUALITY AND COMPLAINT COMMISSIONER

Verbal or written complaint
Complaint examination period: 45 days

The commissioner:

- a) Receives the complaint;
- b) Sends an acknowledgement of receipt to the user even in the case of a verbal complaint;
- c) Reviews the complaint;
- d) May meet the persons involved in the complaint and consults the user's file;
Will try to find the best possible solution;
- e) May offer the persons involved any solution that may minimize the consequences or prevent it from happening again (remedial measures*);
- f) May also make any recommendation that seems appropriate;
- g) Informs the user of the conclusions no later than 45 days upon receipt of the complaint;
- h) Informs the user about the recourse he is entitled to with the Ombudsman, as well as the deadline to request a review;
- i) Follows up on recommendations** within a deadline established with the persons involved.

* A **remedial measure** quickly resolves a specific problem

** A **recommendation** aims at preventing a situation from happening again

Schedule 1 (continued)

2nd recourse

WHO CAN FILE A COMPLAINT?

If the user or his representative disagrees with the conclusions or the follow-up to the recommendations, or if the conclusions have not been issued within the time limit stipulated by the Act (45 days), he can lodge a complaint with the Ombudsman.

The complaint must be forwarded to the Ombudsman

2nd recourse

OMBUDSMAN

Verbal or written complaint

Complaint examination period: 60 business days

The decision is final and cannot be reviewed

You have 2 years to request a review of your complaint with the Ombudsman (PdC)

The Ombudsman:

- a) Receives the complaint;
- b) Sends an acknowledgement of receipt to the user even in the case of a verbal complaint;
- c) Reviews the complaint;
- d) Takes note of the conclusions issued by the commissioner;
- e) Investigates, if relevant: takes note of the user's version of the events; consults relevant documents as well as the user's file where applicable;
- f) Where applicable, issues recommendations to the institution;
- g) Provides the user with the conclusions he came to along with his recommendations, if applicable;
- h) Follows up on recommendations within a deadline established with the persons involved.