

Schedule 3

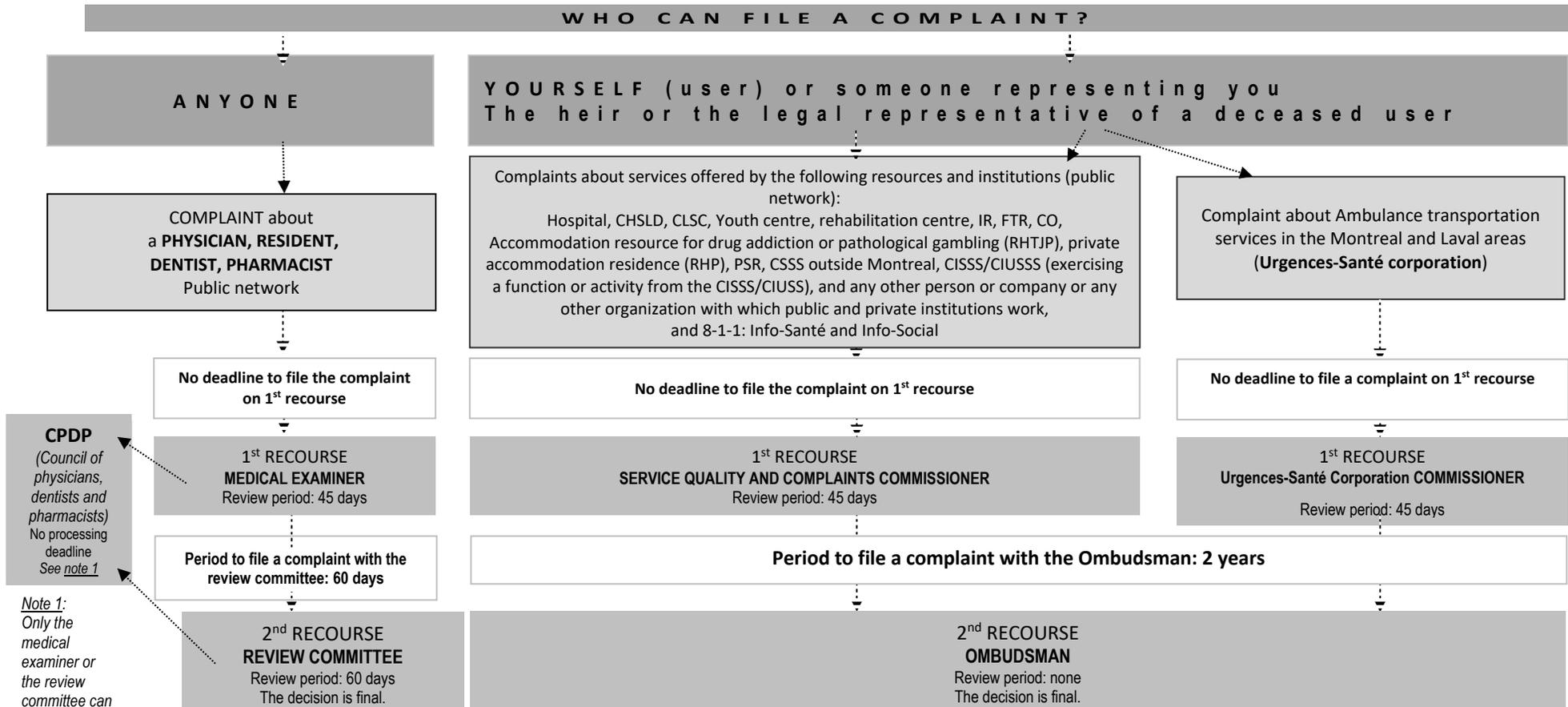
Summary table of the complaint examination system (REP)

Discuss before filing a complaint: go and see the person in charge of care and social services in the institution with which you have a problem in order to talk about it. If this first approach does not produce the expected results, filing a complaint is a constructive act. The REP's main goal is to respect users' rights and improve the quality of care and health and social services.

WHO CAN ASSIST AND ACCOMPANY YOU FOR FREE?

- ✓ A **Complaints Assistance and Support Centre (CAAP)**
- ✓ A **users committee**
- ✓ A **Service Quality and Complaints Commissioner (CPQS)**

WHO CAN FILE A COMPLAINT?



CPDP
(Council of physicians, dentists and pharmacists)
No processing deadline
See note 1

Note 1:
Only the medical examiner or the review committee can transfer the complaint file to the CPDP.

HC	Hospital (HC)
CHSLD	Residential and long-term care centre
CISSS/CIUSSS	Integrated (university) Health and Social Services Centre
YC (CJ)	Youth centre
CLSC	Local community service centre
RC	Rehabilitation centre (CRDP, CRDI, CRDITED, CRJDA, CRMDA, CRPAT, FGR)
CO	Community organization

RHTJP	Accommodation resource for drug addiction or pathological gambling (addiction resource offering lodging)
IR	Intermediate resources
RHP	Private accommodation residence
PSR	Private seniors' residence
FTR	Family-type resource (foster family or residence)
CSSS	Health and Social Services Centre (in some areas)