

## 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?

**ANYONE**

COMPLAINT about  
a **PHYSICIAN, RESIDENT,  
DENTIST, PHARMACIST**  
Public network

No deadline to file the complaint  
on 1<sup>st</sup> recourse

**1<sup>st</sup> RECOURSE  
MEDICAL EXAMINER**  
Review period: 45 days

Period to file a complaint with the  
review committee: 60 days

**2<sup>nd</sup> RECOURSE  
REVIEW COMMITTEE**  
Review period: 60 days  
The decision is final.

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

**YOURSELF (user) or someone representing you**  
The heir or the legal representative of a deceased user

Complaints about services offered by the following resources and institutions (public network):  
Hospital, CHSLD, CLSC, Youth centre, rehabilitation centre, IR, FTR, CO, Accommodation resource for drug addiction or pathological gambling (RHTJP), private accommodation residence (RHP), PSR, CSSS outside Montreal, CISSS/CIUSSS (exercising a function or activity from the CISSS/CIUSSS), and any other person or company or any other organization with which public and private institutions work, and 8-1-1: Info-Santé and Info-Social

No deadline to file the complaint on 1<sup>st</sup> recourse

**1<sup>st</sup> RECOURSE  
SERVICE QUALITY AND COMPLAINTS COMMISSIONER**  
Review period: 45 days

Period to file a complaint with the Ombudsman: 2 years

**2<sup>nd</sup> RECOURSE  
OMBUDSMAN**  
Review period: none  
The decision is final.

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

Complaint about Ambulance transportation  
services in the Montreal and Laval areas  
(**Urgences-Santé corporation**)

No deadline to file a complaint on 1<sup>st</sup> recourse

**1<sup>st</sup> RECOURSE  
Urgences-Santé Corporation COMMISSIONER**  
Review period: 45 days

**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.