



Le CHSLD Bussey (Qc) inc.
Là où la vie a un sens

May 27, 2021

Subject: New service quality and complaints commissioner as of June 1, 2021

Dear,

Following the adoption of Bill 52, *«An Act to strengthen the system for examining complaints from the health and social services network, in particular for users who receive services from private institutions. ... It states that the procedure for examining complaints from integrated health and social services centers applies to both complaints from users of integrated centers and those from users of private establishments.»*

This law comes into effect as of **June 1, 2021**, and the Integrated Center for Health and Social Services (CIUSSS) West Island of Montreal has appointed:

- **Ms. Caroline Pelletier** as delegate to the Service Quality and Complaints Commission
You can reach her at: **1-844-630-5125**

or

commissariat.plaintes.comtl@ssss.gouv.qc.ca

Mail:

Lakeshore General Hospital
160 Stillview, office 1289
Pointe-Claire (Quebec)
H9R 2Y2

In addition to handling complaints, Ms. Pelletier will be responsible for handling reports made within the framework of the policy against mistreatment of people in vulnerable situations adopted by our establishment.

For more information on the complaints examination system, I invite you to consult the attached pamphlet.

I take this opportunity to thank Mr. Denis Chaput for his dedication and professionalism to residents and their families. Mr. Chaput, since 2006, has been appointed by our establishment to act as local service quality and complaints commissioner.

Thank you for your attention and please do not hesitate to contact us for more information.

Please accept, expressing my best regards.

Marie-Hélène Girard
Directrice générale

