



Le CHSLD Bussey (Qc) inc.

Là où la vie a un sens ...

August 4, 2023

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

Dear,

Following the letter we sent you on May 27, 2021 regarding 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.*»

The West Island of Montreal Integrated Health and Social Services Center (CIUSSS) has appointed:

- **Mr. Emmanuel Morin** as Service Quality and Complaints Commissioner
And
- **Ms. Monia Boutin** as delegate to the Service Quality and Complaints Commission

You can reach them 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, Mr. Emmanuel Morin is responsible for handling reports made within the framework of the policy against mistreatment of people in vulnerable situations adopted by our establishment.

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

Please accept, expressing my best regards.

Isabelle Thibeault
Directrice générale

