



WHEN THE ASSISTANCE MAKES THE DIFFERENCE

The Centre d'assistance et d'accompagnement aux plaintes Gaspésie/Îles-de-la-Madeleine (CAAP-GÎM) has expanded the development of the anglophone sector to better meet the needs of the English speaking population in our region.

Everyone needs, one day or another, services offered by the Health and Social Services. It is important to receive quality services that meet your needs. It can happen that you are dissatisfied with the services you received or should have received. It is equally important to make known the reasons of your dissatisfaction with the services for your well being, to respect your rights and to improve the care and services offered by:

- An establishment: CLSC, hospital, Youth centre, rehabilitation center and residential and long term care center.
- A community organization related to the Health and Social Services
- A Foster family
- Pre-hospital emergency care services (ambulance services)
- The Health and Social Services Agency

CAAP-GÎM is a regional community organization mandated by the Minister of Health and Social Services. Our role is to assist the person dissatisfied with the Health and Social Services wishing to make a complaint. The CAAP-GÎM can be helpful by: offering information, identifying and clarifying the reasons for a complaint, inform the user of his rights and the complaint procedure, assisting the user throughout the procedure. Our services are completely confidential and free of charge.

When should I make a complaint?

- If the wait was too long, if the services were not accessible, if you did not receive the appropriate information, if you did not have access to your personal file, if your rights were not respected, if the services you received were not satisfactory, if your quality of life in an establishment has deteriorated and others.

If one or more of the situations described above applies to you and you would like to formulate a complaint and need help doing so you, can contact us, Monday through Friday from 8:30 to 12:00 and 1:00 to 4:30.

Source:

Cheryl Lepage, Information agent

CAAP-GÎM

1-877-767-2227

1-877-SOS-CAAP