

Grounds for complaints

It is sometimes difficult to express our dissatisfaction in words. Here is a list of the main categories of complaint subjects and what they imply.

1. Accessibility and continuity of services

- Waiting lists
- Difficulties finding a physician
- Service cuts

2. Clinical care and professional aspects

- Technical and professional skills
- Decisions, interventions
- Treatment :
 - Approach
 - Care assistance
- Evaluation, professional judgment
- Care and services organization

3. Interpersonal relations

- Violence and abuse:
 - Physical abuse
 - Psychological abuse
 - Negligence
 - Material and financial abuse
 - Sexual abuse
- Lack of respect
- General behaviour
- Reliability
- Lack of empathy
- Communication with the family circle
- Privacy
- Empowerment

4. Financial aspect

- Ambulance bill
- Special needs
- Expenses related to certain goods and services
- Material and financial support
- Medication costs
- Travelling expenses
- Financial resources allocation
- Using of public funds

5. Environnement organization and material resources

- Food:
 - Quality
 - Quantity
 - Variety
 - Diet
 - Organisation
- Mixing of users:
 - Age
 - Patient's gender
 - Diagnosis
 - Cultural and linguistic aspect
- Spacial organization:
 - Adaptation of premises
 - Maintenance, repairs
- Intimacy
- Rules and procedures
- Relationship with the community
- Hygiene and sanitation
- Confort and convenience:
 - Choice of room
 - Convenience of room
 - Room temperature
 - Decoration
 - Bed
 - Bathroom arrangement
 - Personal services (radio, TV)
 - Air quality
 - Peacefulness, noise
 - Lighting

5. Environnement organization and material ressources

- Equipement:
 - Quality
 - Safety
 - Availability
 - Mechanical breakdown
 - Hygiene and sanitation
- Safety and protection:
 - Personnel
 - Personal belongings
 - Safety of premises
- Activity and daily life:
 - Activities program
 - Participation in tasks of daily life
 - Personal organization
 - Communication
 - Authorized leave of absence

6. Complaint concerning a physician

- Any complaint related to treatment care provided by a medical doctor, a dentist or pharmacist working in a public institution.