

The Ombudsman is there to help you

My role is to:

Improve the quality of services and your satisfaction, with respect of your rights;

Listen attentively to your problems and concerns;

Inform you of your rights, responsibilities, and choices;

Receive and review all your complaints and intervention requests;

Promote your rights and responsibilities, as well as the Douglas Institute Code of Ethics.

If you are not happy after having tried to resolve a problem, you may communicate **directly with me**. This will be completely confidential and free of charge.

I will also correct all situations thought to be harmful to you or others, and ensure that you are not subject to reprisals.

However, I may not change your medical treatment
(ex.: medication, hospital leave, etc.)
or court order.

You may choose to be accompanied by:

A person of your choosing, relative, friend or staff member

A representative of the Beneficiaries' Committee

514-761-6131, ext. 2286
combeneff@douglas.mcgill.ca

A representative of any group that defends rights

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Francine Y. Bourassa, M.A.

Local Complaints

and Service Quality Commissioner - Ombudsman

6875 LaSalle Blvd, Montréal, Québec H4H 1R3

514 762-3010

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www.douglas.qc.ca/ombudsman

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