

HOW DOES IT WORK?

Can someone help me file a complaint?

Yes.

The Commissioner or Assistant Commissioner (of Service Quality and Complaints) can help you at all stages of the complaint process.

They can suggest the CBHSSJB take certain actions to correct the situation, and improve the quality of care for all.

They seek solutions that are satisfactory to both parties.

Is my complaint private?

Yes.

The Commissioner or Assistant Commissioner makes sure your complaint is kept private.

They also make sure that no actions are taken against you because you file a complaint.

Can I file a complaint about a doctor?

Yes.

If your case concerns a doctor, medical student, dentist or pharmacist, the Office of Service Quality and Complaints will forward it to the Medical Examiner and you will be told about this.

Does it cost me money to file a complaint?

No.

The complaint process is free of charge, whether performed by the Office of Service Quality and Complaints or the Medical Examiner.

Improving the quality of services

Giving feedback or filing a complaint helps improve the quality of health care and social services—for yourself, your family and your community.

"As a user of services you have the right to have your dignity respected and to be respected." – CBHSSJB Code of Ethics

<http://creehealth.org/about-us/users-rights>