

## **Info sheet no. 11**

### **Bill 10's impact on the right to complain**

A lexicon of terms used is presented at the end of this sheet.

Adoption of Bill 10 did not modify the complaints regime established by the Act respecting health services and social services (S 4.2).

However, mention of the complaints regime is included in these Info sheets to remind interested readers that it exists, and can be used with respect to issues related to access to health and social services in English. The number of reported complaints on this topic is quite low. This may be because users are satisfied with access to services in English. But other information<sup>1</sup> suggests that there is a level of dissatisfaction with respect to access to certain types of services, and in certain institutions that exists but is not manifested by official complaints.

There are two situations in which a complaint about access to services in English might take place.

1. In every region there is an Access Program (for more about Access Programs please refer to Info sheet no. 6 on this subject). The program is put together by regional authorities and approved by the government, with the input of the Regional Access Committee (Info sheet no. 5) and the Provincial Committee (Info sheet no. 4). It is the concrete manifestation of what section 15 of S 4.2 gives the right to: the contents of the Access program. If a user should encounter a situation where they cannot access a service in English, for whatever reason, and this service is included in the regional Access Program, it should be the subject of a complaint. The procedures and forms for making complaints are available in every facility of every public institution. Information will also be available on the institution's web site. The Complaints Commissioner of the institution can be approached for help in formulating the complaint, as can local community organizations that advocate on behalf of the English-speaking community in the health and social service sector.
2. Not every service is included in a regional Access Program. This does not automatically mean a user may not complain if they cannot access such a service in English. It may mean that the Complaints Commissioner will conclude that the complaint is not founded. But it creates a record that someone needed a service in English that is not included in the current Access Program. This can be used to make the Regional Access committee

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<sup>1</sup> Qubec Community Groups Network (2012). The Health and Social Service Priorities of Quebec's English-Speaking Population 2013-2018. <http://static1.1.sqspcdn.com/static/f/633158/19921744/1345237010833/ESCO+HSSP+2012+-+2018+En.pdf?token=yhOrSNLrHHqqCB0IFx0gllm0fSQ%3D>

Community Health and Social Service Network (2013). Improving Access to Health and Social Services for Quebec's English-Speaking Population : Development Priorities 2013-2018. [http://chssn.org/pdf/En/DevPri\\_FINAL.pdf](http://chssn.org/pdf/En/DevPri_FINAL.pdf)

and the Provincial Committee on the delivery of services in English aware of the situation. Both of these bodies are involved in the development of regional Access Programs. Documented information that a service is needed in English but is not accessible is relevant to the revision of Access Programs, which occurs every five years.

## **LEXICON**

Terms in bold are those used in the Information Sheet series.

Terms following the = sign are the equivalent terms found in the English version of the laws referred to, where an English term exists.

**Bill 10** = 0 7.2 = the Act to modify the organization and governance of the health and social services network, in particular by abolishing the regional agencies

**Charter** = la Charte de la langue française

**CI** (Centre Intégré) = integrated health and social services centre

**OQLF** = Office Québécoise de la langue française

**Provincial Advisory Committee** = Provincial Committee on the dispensing of health and social services in the English language

**Regional Access Committee** = Regional Committee

**Resident** = In-patient

**S 4.2** = the Act Respecting Health Services and Social Services

**Specialized hospital** = unamalgamated institution