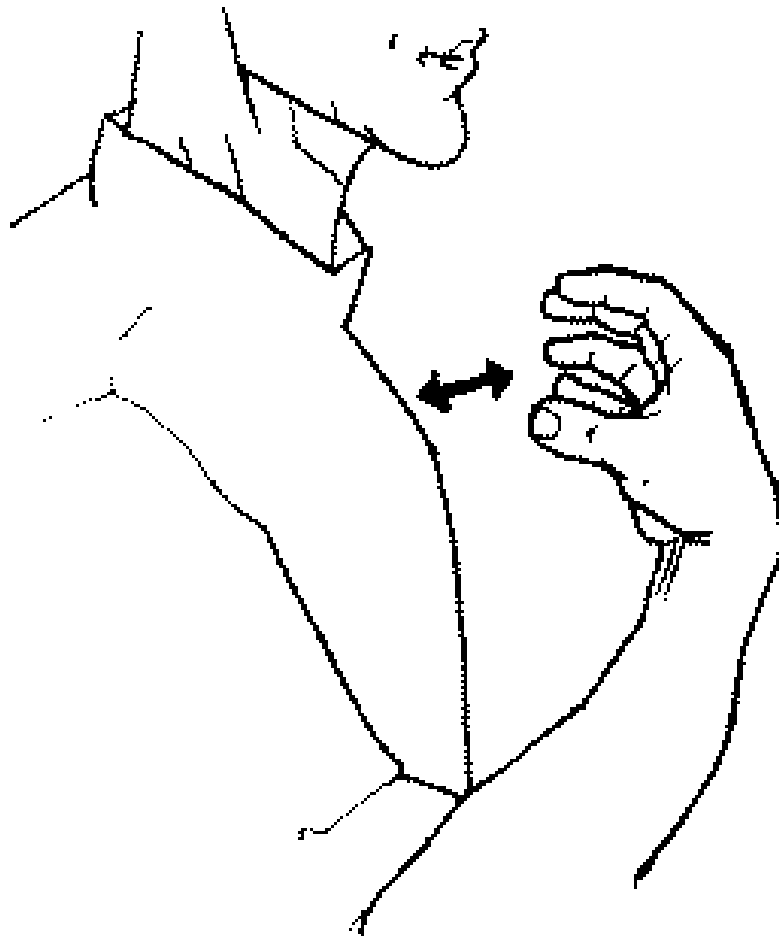




Centre de réadaptation **MAB-MACKAY** Rehabilitation Centre

COMPLAINTS



Not happy with services and help from MAB-MACKAY Rehabilitation Centre?

Example:

- Staff (attitude, communication, skills, etc.)
- Building (safe, clean, accessible, etc.)
- Other (wait time, etc.)

Looking for solutions to problems?

- 1- Try to solve problem with staff person involved.
- 2- Try to solve problem with his/her supervisor and/or program manager.

If problem still not solved:

- You can ask for help from the **OMBUDSMAN**.
- You can make a complaint to the **OMBUDSMAN**.

What is an OMBUDSMAN?

- He is independent, neutral and confidential.
- He has the power to investigate and to make suggestions.
- He will look for realistic solutions that everyone can accept.

The name of Ombudsman is **Ms. Hong Hanh Vo.**

You can contact her:

- **By phone (call BRS):**
514-488-5552 # 1022
- **By email:**
ombudsman.mabmackay@ssss.gouv.qc.ca
(You can also send Email with attachment "Video in ASL")
- **By regular mail:**
Ms. Hong Hanh Vo, Ombudsman
7000 Sherbrooke West
Montreal, Quebec
H4B-1R3
(You can also send videotape in ASL)
- **By appointment:**
Face to face meetings
(Ombudsman will call ASL Interpreter)

Thank you for helping us improve the quality of services at MAB-Mackay.

