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IMPROVING THE QUALITY OF HEALTH AND SOCIAL SERVICES IN NUNAVIK: YOUR VOICE MATTERS

Kuujuuaq, December 11, 2024 – The Nunavik Regional Board of Health and Social Services (NRBHSS) is pleased to announce the availability of the Regional Service Quality and Complaints Commissioner, dedicated to helping improve the quality of health and social services for all residents of Nunavik.

Have Your Rights Been Violated? Dissatisfied with Services? You Can Take Action

The Regional Service Quality and Complaints Commissioner is here to support users of the health and social services network. If you believe that your rights have been violated, are dissatisfied with the services you received, or are concerned about an issue involving a loved one or a member of your community, we encourage you to file a complaint or report the situation.

Why File a Complaint or Report a Situation?

Filing a complaint or reporting a situation provides a constructive way to share your concerns and helps us identify and address instances where user rights may be violated or where improvements are needed. Your voice can directly contribute to building a safer, more responsive health and social services system for all.

“Our community deserves a health and social services system that respects and upholds the rights of every individual,” said Jennifer Munick-Watkins, Executive Director of the NRBHSS. “The availability of the Regional Service Quality and Complaints Commissioner offers a secure and supportive channel for Nunavik residents to share concerns and experiences, which will ultimately strengthen the quality and responsiveness of our services.”

Contact Us

If you wish to share concerns, report dissatisfaction, or highlight a situation, please reach out:

Email: complaints.nrbhss@ssss.gouv.qc.ca

Toll-Free Number: 1-833-428-424

By-law on User Complaints Procedure

For your reference, the *By-law on the Procedure for Examining User Complaints* for the Nunavik region is attached to this press release. This document provides detailed information on the process for filing complaints and ensures that all voices are heard in a fair, transparent manner.

The Nunavik Regional Board of Health and Social Services is a public agency created in 1978 under the James Bay and Northern Quebec Agreement. It is responsible for nearly the entire Quebec territory located north of the 55th parallel in terms of the provision of health and social services for the inhabitants of the 14 communities.

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Source: Nunavik Regional Board of Health and Social Services

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