

HOW DO I MAKE A COMPLAINT TO THE CMQ?

The vast majority of Quebec doctors provide quality care. And you have the right to expect professional services.

However

- If you are not satisfied with the services provided by your doctor

OR

- If you believe that your doctor has failed to fulfil their professional obligations

You can

- › Talk to the doctor in question about it first or contact the authorities responsible for the health care institution you went to.
- › Make a complaint directly to the Collège des médecins du Québec (CMQ), whose mission is to protect the public by providing quality medical care.

Before you make your complaint

Have the following information on hand:

- The name of the doctor(s) involved;
- An exact description of the alleged events as well as the date and place where they occurred;
- Your contact information (name, address, email and telephone number) and your health insurance number.

When you make your complaint

You have 2 options:

OPTION 1

Fill out the digital complaint form available on our website (www.cmq.org, keyword: complaint). Also, make sure you send us, from your email inbox, a file containing all the supporting documents relevant to the examination of your request.

OPTION 2

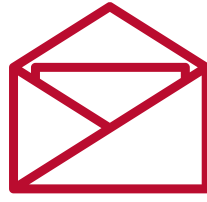
Write and sign a letter that contains all the required information (see the “Before you make your complaint” section). Make sure you enclose a copy of each of the documents required for the analysis of your request.

How to send your file to the CMQ

By email (send all the documents in one email).

-  **deonto@cmq.org**

By mail (enclose all the supporting documents required for the analysis of your complaint with your letter).

-  **Collège des médecins du Québec
Inquiries Division
1250, René-Lévesque Blvd. West, Suite 3500
Montreal (Quebec) H3B 0G2**

- All information provided will be kept confidential.
- The inquiry process is free of charge for complainants.

Find out more

To find out more about the progress of a complaint, to get the form or to find out about the possible findings in the course of a general inquiry and subsequent remedies, contact us:



www.cmq.org



1-888-633-3246