

Date de réception

To file a complaint about the quality of services or the administration of a measure or program under the responsibility of the Ministère de l'Emploi et de la Solidarité sociale, please complete this form and

• **mail it to**

Direction de l'amélioration de la qualité des services à la clientèle
Ministère de l'Emploi et de la Solidarité sociale
425, rue Jacques-Parizeau, 5^e étage
Québec (Québec) G1R 4Z1

or

• **fax it to 418-646-7440.**

You can also contact the Direction de l'amélioration de la qualité des services à la clientèle

• **by telephone: 1-866-644-2251 (toll free)**

or

• **online: quebec.ca/en/government/ministere/emploi-solidarite-sociale/contact-mess/filing-complaint**

Upon receipt of your complaint form, an employee will telephone you within two working days.

Filing a complaint with the Direction de l'amélioration de la qualité des services à la clientèle does not replace filing an application for review or administrative reconsideration, provided for under the *Individual and Family Assistance Regulation*.

Please print, in ink.

1 – Identity of complainant

Last name	First name
File number <i>(if applicable)</i>	
Home address	
Number	Street
City	Postal code
Telephone	
Area code	Number
Extension	Other telephone
Area code	Number
Email	

2 – Subject of your complaint

Check the area targeted by your complaint.

<input type="checkbox"/> Last-resort financial assistance	<input type="checkbox"/> Basic Income Program
<input type="checkbox"/> Public employment services	<input type="checkbox"/> Aim for Employment Program
<input type="checkbox"/> Recovery of an amount	<input type="checkbox"/> Services Québec
<input type="checkbox"/> Québec Parental Insurance Plan	<input type="checkbox"/> Directeur de l'état civil – Enter your date of birth: _____
	Year - Month - Day
	<input type="checkbox"/> Other – Specify: _____

3 – Reasons for your complaint – Explain your complaint. Attach extra sheets if necessary.

4 – Signature of complainant

_____	_____
Date	Signature

Protection of personal information

The Ministère de l'Emploi et de la Solidarité sociale requires the personal information that you provide in this form in order to fulfill its responsibilities. Access to the information that you provide is limited to the persons who are authorized to consult it as part of their employment duties. You are entitled to be informed about the information about you held by the Ministère, to receive such information and ask for corrections by contacting the person responsible at the Ministère for access to documents and the protection of personal information.