



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

• fax it to 418-646-7440,

or

• mail it to

Direction des plaintes et des relations avec la clientèle
Ministère de l'Emploi et de la Solidarité sociale
425, rue Saint-Amable, RC 175
Québec (Québec)
G1R 4Z1

You can also contact the Direction des plaintes et des relations avec la clientèle

• by telephone, at 1-866-644-2251 (toll-free)

or

• online at www.mess.gouv.qc.ca (click "Contact us").

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

Filing a complaint with the Direction des plaintes et des relations avec 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 (if applicable)

Home address

Number Street Apartment

City Postal code

Telephone Other telephone

Area code Number Extension 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"/> Services Québec |
| <input type="checkbox"/> Public employment services | <input type="checkbox"/> Directeur de l'état civil – Enter your date of birth: _____ |
| <input type="checkbox"/> Recovery of an amount | <input type="checkbox"/> Other – Specify: _____ |
| <input type="checkbox"/> Québec Parental Insurance Plan | <small>Year - Month - Day</small> |

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 fulfil 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.