Travail, Emploi et Solidarité sociale
Québec

Complaint

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 du Travail, 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 du Travail, de l'Emploi et de la Solidarité sociale
  425, rue Jacques-Parizeau, RC 175
  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: www.mtess.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 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 *(if applicable)* _____

Home address _____ (Number) _____ (Street) _____ (Apartment)

_____ (City) _____ (Postal code)

Telephone _____ (Area code) _____ (Number) _____ (Extension) Other telephone _____ (Area code) _____ (Number)

Email _____

2 – Signature of complainant

Check the area targeted by your complaint.

- ☐ Last-resort financial assistance
- ☐ Public employment services
- ☐ Recovery of an amount
- ☐ Québec Parental Insurance Plan
- ☐ Aim for Employment Program
- ☐ Services Québec
- ☐ Directeur de l'état civil – *Enter your date of birth:* _____ (Year - Month - Day)
- ☐ 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 du Travail, de l'Emploi et de la Solidarité sociale requires the personal information that you provide in this form in order to fulfil its responsabilities. 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.