

## **Help us to serve you better**

To help us provide you with high-quality service, it is important to:

- ◆ give us complete and accurate information when making your request;
- ◆ provide, within the allotted time, all the information and documents we need for processing your request;
- ◆ notify us, without delay, of any change in your request or concerning information in your file.

If your file is incomplete or if we need to conduct further verifications, it may be difficult for us to fulfill our commitments.

## **If you are dissatisfied**

If, despite our efforts, you are dissatisfied with the services you receive, you can ask to speak to the immediate supervisor of the employee who served you. If you disagree with a decision rendered, you have six months to apply for a review.

If you are still dissatisfied, you can file a complaint with the Complaints Commissioner, who will reply within 10 days:

Complaints Commissioner  
Régie de l'assurance maladie du Québec  
PO Box 6600  
Québec (Québec) G1K 7T3  
Phone: 418 682-5145  
(toll-free): 1 888 899-2121  
Fax: (418) 646-1962  
[commissaireauxplaintes@ramq.gouv.qc.ca](mailto:commissaireauxplaintes@ramq.gouv.qc.ca)