

Listen

Listen Understand *Guide*

OUR MISSION

The Users Committee's mission is to allow users to receive the quality services to which they are entitled.

It is a privileged communication tool which has been created to help both the individuals and the institution.

Furthermore, the committee may plan any activity or project that will contribute to inform or help the users in order to promote their rights.

Understand

ROLES AND FUNCTIONS OF THE COMMITTEE

Article 212 of the law defines the Users Committee's functions as follows:

- 1) Inform the users of their rights and obligations;
- 2) Promote the improvement of the quality of life of the users and evaluate the users' satisfaction towards the services rendered by the institution;
- 3) Defend the collective rights and interests of the users and represent them in front of the institution or any competent authority;
- 4) Accompany and support, upon request, a user in any action he or she undertakes including when he or she wishes to lodge a complaint.

The functions of the Users Committee are mainly oriented towards the protection and the respect of the users' rights. The committee also has to play a quite significant role in the communications between the users and the administration.

TO CONTACT US

For any information request or to lodge a complaint, you may contact us any time. Please leave a message and a counsellor will call you back as soon as possible. Respect and confidentiality are assured.

USERS COMMITTEE

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