

**Do you have an opinion, a thank  
you, a complaint to send us ?**

Scanner le QR code ci dessous ou taper l'adresse suivante dans votre  
navigateur :  
<https://complaints.qualineo.io/v/Mnx6hibt3>



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INFOS  
PATIENTS



## The Users' Commission (CDU)

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Your Rights at the Françoise Minkowska  
Center  
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## Users' Commission (CDU): Its Missions

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The Users' Commission is tasked with:

- Ensure the respect of users' rights and facilitate their procedures within the Françoise Minkowska Center.
- Review written complaints addressed to the management.
- Contribute, through its opinions and proposals, to improving the quality of reception and care for patients and their families.

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## Express Praise or a Complaint

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If you wish to express praise or difficulties encountered during your care, your primary contacts are the local teams, whether administrative, paramedical, or medical.

In case of a major dispute, you may contact the Users' Commission of the Françoise Minkowska Center in writing.

You may request to be heard during a mediation where you can be accompanied by one of the user representatives who are members of the Users' Commission (CDU).

In the event of difficulty, you have the possibility of submitting any complaint to the Regional Conciliation and Compensation Commission.

## User representatives

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User representatives are members of approved associations appointed by the Regional Health Agency (ARS). They represent all users, ensure that user rights are respected and promoted within the healthcare facility, and can assist you with your procedures. They have a duty of discretion, respect for patients' privacy and intimacy, and are bound by professional secrecy.

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## Contacts

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Centre Françoise MINKOWSKA  
Commission des Usagers  
11, rue des Réglises  
75.020 PARIS  
Mail : [cdu@minkowska.com](mailto:cdu@minkowska.com)  
Mail : [contact@donneur.eu](mailto:contact@donneur.eu) (Mme Bertrand Laborde)  
Mail : [bertille.colnot@gmail.com](mailto:bertille.colnot@gmail.com) (Mme Colnot)  
Mail: [abralory@gmail.com](mailto:abralory@gmail.com) (M. Lory).

## Composition of the Users' Commission

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### **President:**

Christophe PARIS, Director General of the F. MINKOWSKA Center

### **User Representative:**

- Yolande BERTRAND-LABORDE
- Bertille COLNOT
- Bertrand LORY

### **Regular Doctor Mediator:**

Dr. Attaf KOUBA, Psychiatrist

### **Regular Non-Doctor Mediator:**

Jean-Marie PILLIARD, Secretary General of the F and E MINKOWSKI Association

### **Alternate Non-Doctor Mediator:**

- Mariama MARA, Medical secretary, patient rights officer
- Chrystel QUERNET, Administrative and HR Manager of the F. MINKOWSKA Center