

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>



Centre médico-psychologique
Françoise MINKOWSKA

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Françoise et Eugène MINKOWSKI

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The Users' Commission (CDU)

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

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.

Express Praise or a Complaint

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

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.

Contacts

Centre Françoise MINKOWSKA
Commission des Usagers
11, rue des Réglises
75.020 PARIS

Mail : cdu@minkowska.com

Mail : contact@donneur.eu (Mme Bertrand Laborde)

Mail: abralory@gmail.com (M. Lory).

Composition of the Users' Commission

President:

Christophe PARIS, Director General of the F. MINKOWSKA Center

User Representative:

- Yolande BERTRAND-LABORDE
- Bertrand LORY

Regular Doctor Mediator:

Dr. Laurent GOURARIER, Coordinating Psychiatrist, President of the Institution's Medical Conference

Regular Non-Doctor Mediator:

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

Alternate Non-Doctor Mediator:

Chrystel QUERNET, Administrative and HR Manager of the F. MINKOWSKA Center