

## OUR COMMITMENTS

### A HUMAN APPROACH AND COURTEOUS SERVICE

#### You can count on us to:

- be respectful;
- listen attentively so we can understand your needs or request;
- provide services tailored to your needs;
- respect scheduled meetings.

### ACCESSIBLE SERVICES

■ You can send your request using the means that best suits you:

- our website (secure form);
- phone;
- mail;
- email;
- fax;
- in person at our Québec or Montréal office.

■ We reduce red tape.

■ We give you any assistance you may need to make a request.

■ We do our utmost to make our services accessible to people with disabilities.

### REQUESTS HANDLED CONSCIENTIOUSLY, COMPETENTLY AND WITHOUT BIAS

#### You can count on:

- thorough, objective and impartial examination of your request;
- qualified staff.

### CLEAR EXPLANATIONS AND TRANSPARENT SERVICE

#### You can count on:

- thorough explanations in language that is clear, simple and easy to understand;
- a written reply on request.

### CONSTANT CARE ABOUT PROTECTING CONFIDENTIAL INFORMATION

■ We ensure the protection of your personal information and the confidentiality of the information you provide us with.

### REASONABLE SERVICE DEADLINES

| We pledge to:  | Within a usual deadline of:  |
|--|--|
| Take your phone call   | Under 20 seconds   |
| Acknowledge receipt of your request  | Two business days <sup>1</sup>   |
| Refer you to the appropriate resource if your request is not within our jurisdiction                       | Two business days  |
| Process your request concerning a department, agency, or correctional facility of the Government of Québec | 10 business days as of our acknowledgement of receipt of your request<br>For more complex requests, within the same 10 days we inform you of how much time we think it will take to handle the request.<br>Afterwards, we inform you regularly about the status of the file.   |
| Process your request concerning an institution or other body within the health and social services network | 60 business days as of our acknowledgement of receipt of your request<br>For more complex requests, within the same 60 days we inform you of how much time we think it will take to handle the request.<br>Afterwards, we inform you regularly about the status of the file.   |
| Process your request concerning a wrongdoing relating to a public body                                     | 60 days as of our acknowledgement of receipt of your request. Within the same 60 days, we inform you as to whether processing will continue.<br>For requests that require an investigation, twelve months as of our acknowledgement of receipt of your request.<br>We inform you regularly about the processing of your request. |

1. Business days are all days except Saturday and Sunday, and Québec statutory holidays.

## OUR MISSION

Ensure that citizens' rights are upheld by Québec government departments and agencies, health and social services network institutions, and correctional facilities, and, as a result, help to improve public service quality and integrity.

## OUR VALUES

OUR ACTIVITIES ARE GUIDED BY JUSTICE, FAIRNESS, RESPECT, IMPARTIALITY AND TRANSPARENCY.

OUR STAFF TREATS YOU WITH INTEGRITY, CONSCIENTIOUSNESS AND EMPATHY.

## WHAT IS A SERVICE STATEMENT?

This document sets out our commitments regarding the services that we offer. It describes their nature, how we provide them, and what to do if you want to express your dissatisfaction with them.

## WHAT WE CAN DO FOR YOU

Citizens, businesses, groups or associations of any kind can contact us if they feel they have been harmed as the result of an error, omission or injustice

by a department or agency of the Government of Québec, by an institution or other body of the health and social services network or by a correctional facility.

Third parties may also report a situation they consider a problem.

In addition, anyone can contact the Québec Ombudsman to disclose a wrongdoing that has been committed or is about to be committed relating to a public body.

If necessary, we conduct an investigation of the government department, agency or body concerned. If, after completing the investigation, we establish that your request is substantiated, we make the recommendations needed for the competent authorities to correct the situation.

The Québec Ombudsman is impartial. This means that it is our duty to analyze all information and examine your viewpoint and that of the public service concerned.

## HELP US HELP YOU

### We count on you to:

- clearly state your problem and expectations;
- provide us with the information and documents we request;
- inform us as soon as you can about any new developments that could affect the handling of your request or of any changes in your contact information;
- be respectful towards our staff; and
- give us your comments and suggestions and let us know if you are dissatisfied so that we can improve our services.

## THE QUALITY OF OUR SERVICES

### Do you have any comments? Are you dissatisfied with the quality of our services?

Let us know verbally or in writing.

Depending on the situation, either the person in charge of service quality or a Québec Ombudsman manager will provide answers.

| We pledge to:                         | Within a usual deadline of: |
|---------------------------------------|-----------------------------|
| Acknowledge receipt of your complaint | Two business days           |
| Give you a clear and detailed reply   | 30 business days            |

**Note: You cannot file a complaint aimed at changing the Québec Ombudsman's conclusions concerning your file.**

## TO REACH US

### BUSINESS HOURS

Monday to Friday from 8:30 a.m. to noon and from 1 p.m. to 4:30 p.m.

### BY INTERNET

protecteurducitoyen.qc.ca

### BY PHONE

Québec City area: 418 643-2688

Montréal area: 514 873-2032

Elsewhere in Québec (toll-free):

1 800 463-5070

*Outside of business hours, you can leave a message in our voicemail.*

### BY MAIL

800, place D'Youville

19<sup>e</sup> étage

Québec (Québec) G1R 3P4

### BY EMAIL

protecteur@protecteurducitoyen.qc.ca

### BY FAX

Toll-free: 1 866 902-7130

### AT OUR OFFICES, BY APPOINTMENT QUÉBEC CITY

800, place D'Youville

19<sup>e</sup> étage

### MONTREAL

1080, côte du Beaver Hall

Bureau 1000, 10<sup>e</sup> étage

Québec Sign Language (LSQ) services are available on request.



JUSTICE FAIRNESS RESPECT IMPARTIALITY TRANSPARENCY

SERVICE STATEMENT