



Declaration of Services to the Public

Adopted during the 701st meeting of the Commission,
on March 18, 2022, by Resolution COM-701-5.1.

Jean-François Trudel

Secretary of the Commission

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Table of contents

- 4** Our mission and who we serve
- 5** Our commitment to service quality
- 5** Our service standards commitments
- 6** Information, public awareness, education
- 6** Processing complaints of discrimination or harassment
- 7** Processing complaints and reports of exploitation
- 8** Processing requests for intervention in youth protection matters
- 8** Assistance for administrators
- 9** Your responsibilities
- 10** Feedback on quality of services
- 11** Contact us

OUR MISSION AND WHO WE SERVE

The Commission draws on its independence and expertise to promote and uphold the principles of the Québec Charter of Human Rights and Freedoms. It also ensures that the interests of children are protected and that their rights under the Youth Protection Act are promoted and upheld. The Commission is also responsible for administration of the Act respecting equal access to employment in public bodies.

In carrying out its mission, the Commission provides free services to all people in Québec.

Our commitment to service quality

- **Respect:** In all our interactions, we are committed to identifying ourselves, responding to you with respect and courtesy, and listening to you attentively.
- **Reliability:** We are committed to providing you with reliable information based on our publications, educational tools, and positions.
- **Diligence:** We are committed to responding promptly to your requests and making sure that the information we provide meets your needs.
- **Confidentiality of personal information:** We attach the utmost importance to protecting the confidentiality of all information you give us.
- **Simplicity:** We are committed to providing easy-to-access services, giving you the support you require, and directing you to the most relevant and appropriate services for your needs.
- **Fairness:** We are committed to handling your request with the utmost concern for equality and impartiality.
- **Accessibility:** We are committed to taking all necessary measures to ensure that our offices and publications are accessible to people with a disability and that our website is in line with the Government of Québec’s web accessibility standards.
- **Clarity:** We are committed to providing the public with complete and straightforward information in language that is easy to understand.

Our service standards commitments

Here are the timeframes you can expect when you use our services. If exceptional circumstances or more complex cases cause extra delays, we will contact you to let you know.

These timeframes are based on calendar days and include weekends and holidays.

Service Standards Commitment	Target
Acknowledge receipt of requests received through our online forms ¹ within 4 days	90%
Provide a complete response to requests for information about the Charter of Human Rights and Freedoms or the rights of the child within 30 days	80%

¹ Forms for requesting training and filing complaints.

Information, public awareness, education

Part of the Commission’s role is to inform the public of their rights, including through our website and social media platforms. We also provide tools and training on human rights and freedoms and on the rights of the child.

Service Standards Commitment	Target
Process requests for documentation produced by the Commission within 21 days	80%
Respond to requests for training within 21 days to discuss the request and the possibilities for fulfilling it	80%

Processing complaints of discrimination or harassment

Processing complaints under the Charter of Human Rights and Freedoms involves several steps.:

- **Receipt and assessment of admissibility** are the starting point of the Commission’s process for handling complaints. During this stage, we answer your questions, help you understand our areas of jurisdiction, and open a file if the conditions of admissibility are fulfilled. If a complaint is deemed admissible, we initiate an investigation. In that case, the complaint is assessed further, the respondent is informed of it, and dialogue is facilitated between the parties. At the end of the assessment period, we make recommendations as to the direction the file should take.
- **Mediation** aims to help the parties come to a mutually-satisfactory agreement that is in line with the Charter of Human Rights and Freedoms and with public interest. The Commission’s mandate is to conduct mediation as a voluntary dispute-resolution process to

develop a fair and lasting agreement that works for all parties. Mediation can only take place at the beginning of the complaint process, once the complaint has been deemed admissible and if both parties agree.

- If the parties cannot reach an agreement and the Commission considers it appropriate to gather evidence, the **investigation** continues. After the investigation, the investigator sends a summary of findings to the parties, who have at least ten business days to comment on them if they wish. Then, the investigator submits a report and recommendations to the Complaints Committee for a decision.

The Commission aims to process complaints within an average of 15 months. We will update you as your file moves through this process.

Service Standards Commitment	Target
Let people know whether their complaint is admissible within 90 days	70%
Notify the respondent of a complaint against them within 110 days of a decision that the complaint is admissible	90%
Finalize the mediation process within 90 days	70%
Where mediation has not led to an agreement, notify the parties that the file is being transferred to an investigator for further analysis within 10 days of the end of mediation	90%
Send a notice of completion of investigation to the parties within 6-12 months of assigning the file to an investigator	70%
Submit the file to the Complaints Committee within 150 days of the notice of completion of investigation	70%
Inform the parties of the Complaints Committee's decision within 65 days of submitting the file to the Committee	90%

Processing complaints and reports of exploitation

Processing files of exploitation of elderly people and people with a disability under the Charter of Human Rights and Freedoms requires a different approach. In some cases, the Commission must decide to investigate on its own initiative. This is to protect vulnerable people who may be experiencing exploitation and to act in the public interest.

If you report exploitation on behalf of someone else, you will not receive a copy of the summary or the decision. Only the parties (the victim and the respondent) will receive this information. This is because people who report exploitation are not considered parties.

Service Standards Commitment	Target
Intervene in situations of potential exploitation of elderly people and people with a disability within 30 days of receiving a report	70%

Processing requests for intervention in youth protection matters

The Commission is responsible for ensuring that the interests of children are protected and that their rights under the Youth Protection Act and the Youth Criminal Justice Act are respected and upheld. We may investigate, upon request or on our own initiative, any situation where we have reason to believe that the rights of a child are being violated.

The Commission aims to process requests for intervention in youth protection matters within an average of 6 months. We will update you as your file moves through this process.

Service Standards Commitment	Target
Inform you about whether your request for intervention is admissible within 30 days of having received all necessary information	90%
Send the parties the results of our preliminary analysis of their file within 45 days of assigning the file to an investigator	70%
Send a notice of completion of investigation to the parties within 270 days of completion of the preliminary analysis of their file	70%
Submit the file to the Investigation Committee within 150 days of the notice of completion of investigation	70%
Inform the parties of the Investigation Committee's decision within 65 days of submitting the file to the Committee	90%

Assistance for administrators

The Commission provides employers and service providers in the public, private, and community sectors with advisory services to help them process requests for reasonable accommodation and implement equal access employment programs.

Service Standards Commitment	Target
Process equal access employment program files within 6 months	80%
Provide a complete response to requests for assistance with reasonable accommodation within 30 days	80%

Your responsibilities

Your collaboration is essential for us to fulfill these commitments. When you make a request to the Commission, we count on you to:

**Be courteous,
collaborative, and
respectful**

**Let us know
if you need
any assistance or
accommodation**

**Notify us
of any changes
to your situation**

**Promptly
provide us
with all necessary
information and
documents**

**Provide us
with complete
and accurate
information**

Feedback on quality of services

The Commission is committed to providing you with quality services. We are committed to working efficiently to review and process all requests and files that we receive, and to honouring the timeframes we have established. If you are nonetheless dissatisfied with the services you received from the Commission, please contact our service quality representative. All feedback is examined rigorously and impartially in accordance with our Declaration of Services to the Public and our [Dissatisfaction Policy](#) (French only).

Service Standards Commitment

Target

Process complaints of dissatisfaction within 30 days

90%

You can share your comments, suggestions, and dissatisfaction with us by filling out our online [Feedback Form](#) or by contacting our service quality representative.

President's Office
Service Quality Representative
Commission des droits de la personne
et des droits de la jeunesse
360 Saint-Jacques St, 2nd floor
Montréal, Québec H2Y 1P5

Telephone: (514) 873-5146 or
toll-free at 1 800 361-6477
Email: qualitedesservices@cdpdj.qc.ca
Fax: 514 873-6032

Contact us

We are available to respond to requests for information during our opening hours: Monday to Friday, from 8:30 a.m. to noon and from 1:00 p.m. to 4:30 p.m.

Outside of these hours, you can send us your requests by voicemail, fax, or email.

Montréal (head office)

Telephone: 514 873-5146

Toll-free telephone: 1 800 3616477

Fax: 514 873-6032

Toll-free fax: 1 888 999-8201

Email: information@cdpdj.qc.ca

Website: cdpdj.qc.ca/en

360 Saint-Jacques Street, 2nd Floor
Montréal, Québec H2Y 1P5


Access for people with limited mobility

361 Notre-Dame Street West

Many of our services are also available in other parts of Québec. For more information, call us toll-free at 1 800 361-6477 or email us at information@cdpdj.qc.ca.

Update

This Statement of Services to the Public was last updated on March 18, 2022.



Commission des droits de la personne et des droits de la jeunesse

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