



CONDITIONS OF USE OF SERVICES

AT THE MONTRÉGIE COMMUNITY JUSTICE CENTER

MEETING WITH THE LEGAL PROFESSIONAL

The Montérégie Community Justice Center (CJP) offers one-on-one meetings with legal professionals (lawyers or notaries) to provide personalized legal information exclusively to residents of Montérégie. Legal professionals provide their services in person, by phone, or by videoconference. They do not respond to questions via email. Meeting requests are processed in chronological order.

SERVICE ACCESS

There are two ways to access services:

1. In-person consultations without an appointment:

- Monday to Thursday, 9 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m. at 6300 Avenue Auteuil, Suite 503 (Brossard, Quebec) J4Z 3P2.
- Before coming:
 - Check the list of legal areas we handle.
 - Refer to the section "How to Prepare for a Visit."
 - To maximize your chances of meeting a legal professional, we recommend arriving no later than 3:30 p.m.

2. Phone consultations by registering on our callback list:

- Contact us to be added to our callback list for a phone consultation with a legal professional:
 - By phone: (579) 723-3700, option 0
 - By email: monteregie@cjpqc.ca
- Leave a message specifying:
 - First and last name
 - Phone number
 - City of residence

- Availability
- Reason for consultation
- Our team will contact you as soon as possible, Monday to Friday, between 9 a.m. and 4:30 p.m.

LIMITATIONS OF SERVICES

- Meetings are limited to one (1) hour per person.
- Services are also limited to one (1) meeting per person per year to accommodate as many citizens as possible.
- For family law matters (e.g., divorce, alimony, child custody), spouses or ex-spouses are systematically met individually by two different legal professionals.
- CJP legal professionals cannot:
 - Represent you in court.
 - Draft or revise documents.
 - Provide legal advice.
 - Interpret the content of legal documents (e.g., contracts, judgments).
 - Refer you directly to private lawyers.
 - Act as mediators.

AREAS NOT COVERED

Legal professionals cannot address questions about:

- Tax law
- Corporate law
- Intellectual property (copyright, trademarks, patents, etc.)
- Class actions
- Appeals (e.g., Supreme Court of Canada, Court of Appeal, Superior Court, Court of Quebec)
- Injunctions, contempt of court, and judicial review
- Laws and regulations of another province or country

AREAS COVERED WITH LIMITATIONS

Legal professionals can provide limited assistance with:

- Criminal and penal law
- International law
- Banking and finance
- Youth protection
- Bankruptcy and insolvency
- Immigration

HOW TO PREPARE FOR YOUR VISIT

Bring identification. Prepare your questions. List and bring relevant documents to help understand the case:

Examples: A judgment | A contract | A dismissal letter | Etc.

WAITING TIMES TO RECEIVE SERVICE

- In-person consultations without an appointment: Up to 90 minutes wait.
- Callback: Approximately 7 to 10 business days

PRIVACY

All meetings and your personal information are protected by confidentiality.

ZERO-TOLERANCE POLICY FOR PHYSICAL AND/OR VERBAL VIOLENCE

The CJP is a welcoming and caring environment for everyone. It does not tolerate any form of violence, discrimination, or aggression. Respect is essential, and the CJP reserves the right to terminate services and refuse to serve anyone exhibiting aggressive, intimidating, discriminatory, or inappropriate behavior.

COMPLAINTS POLICY

The CJP accepts and handles complaints, feedback, or suggestions related to a service provided by the CJP or the behavior of a staff member.

Refer to the Complaint Form to file a complaint and learn the procedure. Send complaints to monteregie@cjpqc.ca.

The CJP does not handle complaints:

- Related to services outside the CJP's mission or service scope
- Against an organization referred by the CJP

Depending on the case, you may need to contact the relevant organization.