

If you would like to make a complaint...

Complaints concerning a Community Justice Center (CJC)

The concerned CJC receives and deals with complaints, comments or suggestions related to a service offered by the CJC or the behaviour of a member of its staff.

... and complaints not under its responsibility

The CJC does not deal with complaints:

- concerning services that are not part of the mission or the basket of services of the CJC;
- formulated against any other organization referred to by the CJC. As the case may be, you may address yourself to the concerned organization.

Filing a complaint

Refer yourself to the attached form to file a complaint and to learn about the process to follow.

Definition

Complaint:

A complaint is the written or oral expression of dissatisfaction by a user regarding services received.

Guiding principles

Accessibility

The quality of services is at the core of the CJC's concerns. We consider that every person should be able to formulate a complaint regarding services received.

For this reason, we make the form developed for this purpose available on our website or in hard copy format.

Simplicity and diligence

Every user must have the opportunity to communicate his or her dissatisfaction easily, in writing, to the management of a CJC, with the assurance that a motivated reply will be given to him or her in a clear and precise language and with diligence..

Confidentiality and impartiality

Every comment will be treated with the same attention, in a confidential and impartial manner.

Complaint process

Every complaint regarding an employee must be addressed to management orally or in writing, using the paper form or the form available on the concerned Community Justice Center's website.

An acknowledgment of receipt will be sent to the complainant-user by the Center's management within fifteen (15) days of being made aware of the complaint. The complaint will be addressed through an internal analysis and a response will be communicated to the complainant within sixty (60) days of the date of the acknowledgment of receipt.

In the event that the complainant-user remains dissatisfied with the follow-up given to his/her request by the CJC's management, he/she will have to address his/her complaint in writing directly to the Board of Directors. The Board will proceed through the same process as management: acknowledgment of receipt, internal analysis and response to the complainant.

Any complaint against the management must be addressed in writing to the Board of Directors. The same process will apply, namely: acknowledgment of receipt and analysis of the complaint by the Board of Directors.

If the user is still dissatisfied, the Board of Directors will inform the complainant that, as a last resort, he/she may address the Office of the Access to Justice Fund (OAJF) of the Department of Justice, and will provide the complainant with the OAJF's contact information.