



**CENTRE DE JUSTICE  
DE PROXIMITÉ**  
Grand Montréal



# **Declaration of Services to Victims of Criminal Offences**

Financé par :

**Justice**  
**Québec** 

Last Updated on June, 2022

## MISSION OF THE CJPGM

Promoting access to justice by fostering the participation of citizens through legal information, support and referral services, offered to complement existing resources.

## SERVICES OFFERED TO VICTIMS

- Legal information is provided to enable the victim to understand the various legal realities that can be faced in daily life and to make informed decisions;
- Referral of the victim to various community or government resources so that he or she can choose the service that best meets his or her needs;
- Support and assistance services will be provided to the victim while establishing his or her legal needs and the available options to respond to them;
- The Info-Separation Service aims to inform, guide and support victims of domestic violence who are in the process of separating. In addition, an evaluation will be done with the victim to determine if mediation is an appropriate option based on their needs.

## COMMITMENT TOWARDS VICTIMS

The CJPGM is committed to offering:

- Reliable and courteous services;
- Personalized and quality information;
- Simplified procedures and clear information, in a timely manner;
- Fair and professional treatment of all requests received;
- Confidential services.

## GUIDING PRINCIPLES

### Accessibility

Since the quality of services is at the heart of the CJPGM's concerns, it is necessary that any victim be able to easily make a complaint about the services received.

To this end, a complaint mechanism is provided in this declaration.

### Simplicity and Diligence

Any victim must be able to communicate easily his or her dissatisfaction in writing with the assurance that a reasoned response will be provided in clear and precise language and, in a timely manner.

## Confidentiality and Impartiality

All complaints will be handled with care and diligence in a confidential and impartial manner.

## PROCEDURE FOR TREATING COMPLAINTS

Any complaint with respect to an employee must be addressed to management orally or in writing using the form available online at the website [justicedeproximite.qc.ca](http://justicedeproximite.qc.ca).

Firstly, it is possible to contact the employee in question or the management to mention the dissatisfaction verbally or in writing.

Any complaint with respect to a CJPGM employee must be addressed in writing to the person responsible for receiving complaints, namely the general management, using the form available online at the website [justicedeproximite.qc.ca](http://justicedeproximite.qc.ca).

## Complaint Processing Time

When a written complaint is sent, an acknowledgement of receipt will be sent to the victim by the center's general management within fifteen (15) working days after the complaint is received. The complaint will be processed through an internal analysis and the victim will know the outcome of his/her complaint within sixty (60) working days.

In the event that the victim remains dissatisfied with the follow-up given to the complaint by the management of the CJPGM, the victim must then address the complaint in writing directly to the Board of Directors. The Board of Directors will proceed in the same manner as management, that is: acknowledgement of receipt, internal analysis and response to the complaint.

Complaints against the general management must be addressed in writing to the Board of Directors using the physical copy of the form available at the head office. The same process and delays will apply.

If the victim is still dissatisfied, the Board of Directors will inform the victim that, as a last resort, they may contact the Direction du développement de l'accès à la justice (DDAJ) of the Ministry of Justice by providing the latter's contact information.

Please note that the CJPGM does not handle complaints made:

- Concerning certain services that are not within the mission or the services offered by the CJPGM;

- Concerning an organization that has been referred to by the CJPGM. Depending on the case, you may wish to contact the organization concerned directly.

⇒ *See the Annex for the Complaint Form*

## CONTACT DETAILS

407 Saint-Laurent Boulevard, suite 410  
Montréal, Québec, H2Y 2Y5  
514-227-3782

## OPENING HOURS

Our services are offered in person at the head office or by telephone from Monday to Thursday:  
9:00 a.m. to 12:00 p.m. and 1:00 to 5:00 p.m.

*This Declaration was made in accordance with section 6 of the Regulation respecting the application of the Act to assist persons who are victims of criminal offences and to facilitate their recovery*

