

Service Statement

“A WATCHFUL EYE ON ADMINISTRATIVE JUSTICE”

**Adopted by the council
On April 18, 2001**
modified on march 2005.

A WATCHFUL EYE ON ADMINISTRATIVE JUSTICE

The Conseil de la justice administrative came into being under the authority of the *Act respecting administrative justice* (R.S.Q., chapter J-3). It is an independent agency whose function is, among other things, to handle the complaints of citizens concerning the conduct of the members of the Administrative Tribunal of Québec, the members of the Commission des lésions professionnelles, the commissioners of the Commission des relations du travail and the commissioners of the Régie du logement.

The interventions of the Conseil de la justice administrative focus on supporting the public's confidence in administrative justice, and specifically, confidence in the Administrative Tribunal of Québec, the Commission des lésions professionnelles, the Commission des relations du travail and the Régie du logement.

Any person may lodge a written complaint to the council regarding the conduct of a member or commissioner of one of these tribunals. After examining the situation, the council decides on the merits of the complaint according to the terms and conditions provided in the *Act respecting administrative justice*.

IN PROCESSING THE COMPLAINTS OF CITIZENS THE CONSEIL DE LA JUSTICE ADMINISTRATIVE TAKES ACTION TO PROMOTE THE ACHIEVEMENT OF THE FOLLOWING OBJECTIVES:

1st OBJECTIVE

ENSURE A CURTEOUS, CONSIDERATE AND RAPID SERVICE

- Make sure that the person answering a request identifies himself or herself clearly.
- Promptly answer telephone calls and electronic messages. When a message is left on the voice mail, return the call on the following working day at the latest.
- Answer requests for information concerning our duties and activities within five working days.
- Listen carefully to people asking for information. Make sure to answer all questions pertaining to the duties of the council and, where relevant, refer the person to the department most likely to provide an appropriate answer.
- Preferably use the “vous” form in communications with our clientele.

2nd OBJECTIVE

PROCESS COMPLAINTS WITH DILIGENCE

- Assist the complainant in filing a complaint, especially by supplying him or her with all relevant information and documentation.
- Forward an acknowledgment of receipt to the complainant within five working days of receiving the complaint, together with any documentation on the complaints process.
- Dispose of the admissibility of a complaint within three months of the creation of the record. If this deadline cannot be met before it is expired, notify the people concerned and inform them about ongoing procedures.
- Fix a date for the inquiry committee hearing within 45 days of the council's decision on the complaint's admissibility, unless an impediment is put forward by one of the persons whose presence is required.
- Where an inquiry committee is directed to dispose of the complaint, forward the inquiry report to the council within three months of the end of the inquiry.
- Forward the inquiry committee report within five working days of the resolution of the council which has taken note of the report.

3rd OBJECTIVE

COMMUNICATE IN A PLAIN AND ACCESSIBLE LANGUAGE

- In communications, avoid using specialized language without providing an illustration or another form of explanation.
- Provide clear explanations to people applying to the council for information.
- Mention in the correspondence the name of the person to contact for additional information.

4th OBJECTIVE

PROMOTE ACCESS TO OUR SERVICES

- Make a Web site available to provide information on the council and on the procedure to be followed when filing a complaint.
- Allow citizens to file a complaint by using a form available on the Web site of the council.
- Maintain a telephone line making it possible to contact the council without any long-distance charge.

People who believe that the services provided by the council fail to meet the above-mentioned objectives are invited to submit their comments or criticisms to the chairman of the Conseil de la justice administrative at the following address:

Chairman
Conseil de la justice administrative
575, St-Amable, suite RC-01
Québec (Québec)
G1R 2G4

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