

# STATEMENT OF SERVICES

## TO CITIZENS

PROVIDING YOU WITH QUALITY SERVICES  
IS OUR PRIMARY CONCERN

The Ministère de l'Emploi et de la Solidarité sociale is pleased to present its Statement of Services to Citizens. It contains the commitments we have made to clients and testifies to the efforts undertaken by the Ministère to continually improve the quality of its services.

### OUR MISSION

The mission of the Ministère de l'Emploi et de la Solidarité sociale is to facilitate a balance between workforce supply and demand in the labour market, promote the economic and social inclusion of the most vulnerable members of society, support community action and volunteering and simplify access to government services.

### OUR CORE SERVICES

#### SIMPLIFIED ACCESS TO PUBLIC SERVICES

- Information on government programs and services
- Government information in emergency situations
- Online services offered by government departments and agencies through the Québec Portal ([www.gouv.qc.ca](http://www.gouv.qc.ca)), My Québec Services Account and Mon dossier entreprise
- The Service québécois de changement d'adresse, which enables you to notify several government departments and agencies of a change of address in a single operation
- The services of a commissioner for oaths

#### SERVICES RELATED TO THE DIRECTEUR DE L'ÉTAT CIVIL AND OTHER PUBLIC REGISTERS

- Registration of life events, i.e. birth, marriage, civil union and death, in the Québec register of civil status
- Single application form for declarations of birth, death, or a change of name or designation of sex in order to simplify access to programs and services
- Issuing of certificates, copies of acts and attestations of birth, marriage, civil union and death by the Directeur de l'état civil
- Change of a name or designation of sex entered in the Québec register of civil status
- Consultation of the Québec land register; receipt, processing and billing of applications for registration; and applications for copies of documents
- Consultation of the public enterprise register and registration of businesses that carry on their activities in Québec, regardless of their legal form

#### EMPLOYMENT, SOLIDARITY AND SOCIAL INCLUSION SERVICES

- Information on the labour market and placement services for Québec's population and employers
- Development of workforce skills and promotion of employment
- Specialized services to help people enter the labour market and specialized services for employers with human resources management needs
- Payment of financial assistance to individuals and families who do not have sufficient income or who are experiencing certain problem situations
- Support and assistance to enable people to regain their personal, social and professional autonomy

### QUÉBEC PARENTAL INSURANCE PLAN

- Payment of benefits to workers who take leave upon the birth or adoption of a child

### SUPPORT FOR COMMUNITY ACTION AND VOLUNTEERING

- Support to facilitate access to government resources
- Financial support for community organizations
- Support for the development of volunteering and donating

### SUPPORT FOR ACTIONS TO PROMOTE THE EQUALITY OF WOMEN AND MEN

- Grants to local, regional and Québec-wide non-profit organizations and Aboriginal communities to fund projects and initiatives that foster the equality of women and men.

## OUR COMMITMENTS

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### **GENERAL COMMITMENTS**

In order to offer quality services, the Ministère and its employees are committed to the following:

#### ACCESS TO OUR SERVICES

- To facilitate access to our services, various means have been placed at your disposal in order for you to obtain information or file applications:
  - Our websites provide up-to-date general information on our programs, measures and services. They also offer several online services.
  - Our staff can be reached toll free throughout Québec.
  - We have a large network of services points located across Québec.
- We ensure the availability of measures to make our services more accessible to people with disabilities.
- We provide support and assistance in accessing our services.

#### OUR COMMUNICATIONS

- Requests are answered politely and with courtesy.
- We listen carefully to ensure we understand your needs and requests.
- We use language that is clear and easy to follow in our verbal and written communications.

#### PROCESSING OF APPLICATIONS AND FILES

- Applications and files are processed rapidly and carefully.
- The applicable laws and regulations are applied fairly and impartially.
- We provide full and accurate information.
- We provide information about the steps involved in processing your application and how long it will take to complete them.
- We explain the decision rendered with respect to your application or file and inform you of what recourse you can take.

#### CONFIDENTIALITY AND PROTECTION OF PERSONAL INFORMATION

- We ensure the confidentiality and protection of personal information, in accordance with the applicable legislation.

### **SERVICE TIMELINES**

Except in extraordinary circumstances, we are committed to meeting the following timelines:

#### EMAILS

- We answer emails sent to one of our call centres within 2 business days.

#### TELEPHONE CALLS

- Telephone calls are put through to call centre staff within 3 minutes.
- If you leave a message, we will get back to you within 1 business day.

#### VISITS TO OUR SERVICE POINTS

- Our staff are on hand to greet you at our service points during business hours and inform you of how long it will take to be served.
- If you have an appointment with a member of our staff, he or she will meet with you at the appointed time.

#### APPLICATIONS FOR SOCIAL ASSISTANCE OR SOCIAL SOLIDARITY BENEFITS

- Decisions are rendered within 5 business days following receipt of all required documents.

**APPLICATIONS FOR BENEFITS UNDER THE QUÉBEC PARENTAL INSURANCE PLAN**

- Decisions are rendered within 10 business days following receipt of an application for benefits and all required documents.

**APPLICATIONS FOR A CHANGE OF NAME OR DESIGNATION OF SEX FILED WITH THE DIRECTEUR DE L'ÉTAT CIVIL**

- Decisions are rendered within 90 business days following receipt of all required documents.

**APPLICATIONS FOR A CERTIFICATE OR A COPY OF AN ACT OF BIRTH, MARRIAGE, CIVIL UNION OR DEATH FILED WITH THE DIRECTEUR DE L'ÉTAT CIVIL**

- A certificate or copy of an act is issued within 10 business days following receipt of all required documents if you choose normal processing or within 3 business days if you choose accelerated processing.

**RECOURSE**

If you are dissatisfied with one of our programs, measures or services or with a decision that concerns you, you can contact the person in charge of processing your application or file. Most situations can be resolved in this way. If you are not satisfied with our response, you can seek recourse.

**FILING A COMPLAINT**

If you wish to file a complaint, please contact the Direction des plaintes et des relations avec la clientèle. This unit ensures that complaints filed about the Ministère receive the necessary attention and plays an active role in seeking solutions to improve the quality of services.

- When you file a complaint, we are committed to:
  - Sending an acknowledgment of receipt within 2 business days in order to confirm that your complaint is being duly processed
  - Processing your complaint within 20 business days

**FILING AN APPLICATION FOR REVIEW**

Filing an application for review is a right provided for in the *Individual and Family Assistance Act* and the *Act respecting parental insurance*. If you disagree with a decision rendered by our Ministère, an application for review enables you to obtain a new study of the decision. You must file your application for review in writing within the prescribed time limit using the form provided for this purpose. You can obtain the form by visiting our website or by contacting us.

**FILING AN APPLICATION FOR ADMINISTRATIVE RECONSIDERATION**

The administrative reconsideration process enables you to apply for reconsideration of decisions rendered with respect to programs, measures and services for which there is no appeal under the *Individual and Family Assistance Act*. For additional information, please visit our website or contact us.

**FOLLOW-UP ON OUR COMMITMENTS**

The Ministère monitors compliance with the commitments in this statement of services on a regular basis. Results are made public in the annual management reports prepared by the Ministère (French only).

**YOUR COOPERATION IS ESSENTIAL**

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We are counting on you to:

- Work with us to maintain polite and courteous relations
- Provide us with full and accurate information when you file an application
- Provide us with requested documents within the prescribed time limits
- Inform us as quickly as possible of any change in your circumstances
- Provide feedback on the quality of our services

# TO ACCESS OUR SERVICES

## ONLINE

[www.mess.gouv.qc.ca](http://www.mess.gouv.qc.ca)

## BY TELEPHONE

- **General information on the Ministère, Québec’s government programs and services and the Service québécois de changement d’adresse**
  - Monday to Friday, 8:00 a.m. to 8:00 p.m.
  - Québec area: 418-644-4545
  - Montréal area: 514-644-4545
  - Elsewhere in Québec: 1-877-644-4545 (toll free)
  - Persons with a hearing or speech impairment (TTY): 1-800-361-9596 (toll free)
- **Services of the Directeur de l’état civil and those related to other public registers**
  - Monday to Friday, 8:30 a.m. to 4:30 p.m., except Wednesday, when Directeur de l’état civil services are available from 10:00 a.m. to 4:30 p.m.
  - Québec area: 418-644-4545
  - Montréal area: 514-644-4545
  - Elsewhere in Québec: 1-877-644-4545 (toll free)
  - Persons with a hearing or speech impairment (TTY): 1-800-361-9596 (toll free)
- **Public employment, solidarity and social inclusion services**
  - Monday, Tuesday, Thursday and Friday, 8:30 a.m. to 4:30 p.m. and Wednesday, 10:00 a.m. to 4:30 p.m.
  - Montréal area: 514-873-4000
  - Elsewhere in Québec: 1-877-767-8773 (toll free)
- **Québec Parental Insurance Plan**
  - Monday to Friday, 8:00 a.m. to 8:00 p.m.
  - Throughout North America: 1-888-610-7727 (toll free)
  - Overseas: 1-416-342-3059 (Please note that fees apply.)
- **Complaints or comments**
  - Monday, Tuesday, Thursday and Friday, 8:30 a.m. to 4:30 p.m. and Wednesday, 10:00 a.m. to 4:30 p.m.
  - Québec area: 418-644-2251
  - Elsewhere in Québec: 1-866-644-2251 (toll free)

## BY MAIL OR IN PERSON

Visit our website or call us for the mailing addresses of our offices or for the location, business hours and services available at the service point nearest you.