



THE TRIBUNAL ADMINISTRATIF DU QUÉBEC

DECLARATION OF SERVICES TO CITIZENS

A TRIBUNAL AT THE SERVICE OF CITIZENS

All citizens wishing to contest the decision of a government body (department, agency, board or municipality)¹ or any restriction of their freedom due to their mental condition may address the Tribunal administratif du Québec.

The Tribunal's role is to hear the parties and rule on whether the contested decision should be modified, reversed or confirmed. It can also propose other means of dispute resolution to the parties, such as conciliation. The Tribunal also acts as a Review board for mental disorder.

The Tribunal is a completely independent forum for citizens that is separate from any government department, body, or municipality. The administrative judges who sit on the Tribunal are neutral and unbiased.

IMPARTIALITY / ENGAGEMENT / RESPECT
COMPETENCE / INDEPENDENCE



1. According to the *Act respecting Administrative justice* not all Public administration decisions may be contested before the Tribunal. Consult the [list of proceedings](#) to know what decisions may be contested.



The mission, vision, and values of the Tribunal

MISSION

The Tribunal's mission is to provide citizens with a specialized and accessible administrative justice. It decides with quality, coherence and celerity the appeals between a citizen and a government body in social affairs, real estate, economic affairs, in territory and environment and in mental health. It also acts as a Review Board for mental disorder.

VISION

To be a tribunal known and recognized for its expertise and its accessibility in all regions of Quebec;

To be a modern and mobilized tribunal offering innovative solutions;

To be a tribunal inspiring and maintaining the parties' trust.

VALUES

To fully achieve its mission, the Tribunal's staff promotes the following values:

- **Impartiality** by acting neutrally, objectively and with integrity;
- **Commitment** by dedicating itself, through its attitudes and actions, in a spirit of collaboration and efficiency;
- **Respect**, by acting with dignity, courtesy, and openness;
- **Competence** by developing its abilities and by not only keeping its expertise up to date but also sharing it;
- **Independence** by acting autonomously and treating everyone fairly.

IMPARTIALITY / ENGAGEMENT / RESPECT
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Our commitments

The Tribunal commits to serve you with competence

- By giving you access to qualified personnel.
- By providing you with clear, complete, and accurate information.
- By making sure that you understand the information provided.

The Tribunal commits to serve you respectfully and courteously

- By identifying ourselves, welcoming you politely and attentively when you address us.
- By treating you with consideration and listening when you contact us.

The Tribunal commits to offer you accessible services and adequate support

- By putting various means at your disposal to obtain relevant information: website, telephone service, brochures, and forms.
- By proposing all the mechanisms that could promote the quick settlement of your dispute, particularly conciliation and case management conferences.
- If need be, by guiding you in the drafting of the claim relating to your proceeding before the Tribunal, or by referring you to the principal organizations that could offer you help.
- By offering hearings and conciliation sessions in various regions of Quebec.
- By taking the necessary means to promote access to services for disabled persons and by ensuring that the premises are adapted to your needs when you make a request to that effect.

The Tribunal commits to serve you within reasonable delays

- By opening your file and confirming receipt of your claim within 5 business days.
- By calling you back or answering your email within 2 business days.
- By sending you the documents you requested within 5 business days.

IMPARTIALITY / ENGAGEMENT / RESPECT
COMPETENCE / INDEPENDENCE

HOW TO CONTACT US

Toll-free:

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In Québec

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Our staff is available to help you
Monday to Friday,
8:30 a.m. to 4:30 p.m.



Your cooperation is essential

You have an important role to play in allowing us to respect our commitments and guarantee the proper unfolding of your proceeding. We are counting on you to:

- Let us know quickly if there are any changes to your situation that could have an impact on how your file is processed or any changes to your coordinates.
- Tell us if you have a disability and have specific needs.
- Be available to answer our personnel's questions or to attend any meeting necessary for the proper unfolding of your proceeding.

Follow-up on our commitments

The results achieved in regard to the undertakings made in this Declaration of services to citizens are published in our annual management report, available on our Website.

Quality of our services

If you are unhappy with our services despite our efforts to serve you well, you can contact us. We commit to respond within 20 business days.

TRIBUNAL ADMINISTRATIF DU QUÉBEC

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