



THE TRIBUNAL ADMINISTRATIF DU QUÉBEC

Conciliation: a quick and easy way to settle your case

What is conciliation?

Conciliation is a free service to try to settle your case without having to attend a hearing before the Tribunal. It is a meeting during which you speak with the government body's representative to find common ground.

The meeting is conducted by a neutral and impartial conciliator, chosen among the Tribunal's administrative judges. Their role is to explore possible solutions with you.

Conduct of a conciliation

During conciliation, emphasis is placed on the exchange of information, negotiation, and problem-solving.

During the meeting, the conciliator:

- Explains their role and how the meeting will be conducted;
- Asks the participants, one by one, to express their points of view and propose possible solutions;
- Sometimes meets with the participants individually, if they agree, to answer their questions and help them move the case along.

A participant may decide to put an end to the discussions and the meeting at any time.

If you reach an agreement

The agreement is put in writing. The participants and the conciliator sign it.

Your case is settled, and you no longer need to attend a hearing before the Tribunal.

You must comply with the agreement as if it were a decision rendered by the Tribunal.

If you do not reach an agreement

You will be summoned to a hearing before a different administrative judge of the Tribunal.

At the hearing, the participants may not reveal what was said or written during the conciliation. That information is confidential.

Conciliation is beneficial, even if there is no agreement

Conciliation allows you to better understand the point of view of the government body's representative. You will therefore be better prepared if you must attend a hearing before the Tribunal.

INDEPENDENCE / INTEGRITY / COMPETENCE
COMMITMENT / RESPECT

OUR CONTACT INFORMATION

Toll-free number:

1 800 567-0278

www.ta.qouv.qc.ca

tribunal.administratif@taq.gouv.qc.ca

Québec office

TRIBUNAL ADMINISTRATIF DU
QUÉBEC
Secrétariat
Lomer-Gouin Building, 575 Jacques-
Parizeau Street
Québec City, Québec G1R 5R4
Phone: 418 643-3418

Montréal office

TRIBUNAL ADMINISTRATIF DU
QUÉBEC
Secrétariat
500 René-Lévesque Boulevard West,
21st floor
Montreal, Québec H2Z 1W7
Phone: 514 873-7154

Our offices are open from 8:30 a.m. to
4:30 p.m., Monday to Friday.

When to participate in a conciliation session

For certain case categories, the Tribunal automatically sends an invitation to participate in conciliation. You are free to accept or decline the invitation.

For other case categories, conciliation is mandatory. When that is the case, the Tribunal will summon you to a meeting, which you are required to attend.

You may also communicate with the Tribunal to request a conciliation. The Tribunal will then ask the government body's representative if they agree to participate.

Mode of participation and session date

The Tribunal will notify you of the mode of participation, date, and time of the conciliation session, which usually takes place online. If it is in person, it will generally be held near your home. Contact us for more information. For cases concerning the Section des affaires sociales, you may read the [*Institutional guidelines for the determination and modification of the mode of participation in an adjudicative activity*](#). For cases concerning the Section des affaires immobilières (SAI), the Section du territoire et de l'environnement (STE), or the Section des affaires économiques (SAE), read the [*Institutional guidelines on changing the modes of participation in any adjudicative activity of the Section des affaires immobilières \(SAI\), Section du territoire et de l'environnement \(STE\) or Section des affaires économiques \(SAE\)*](#).

Postponing the conciliation session

If you cannot attend the conciliation session, you may request a new date (postponement) from the Tribunal. You must explain the reason why you cannot attend. If you make your request less than 45 days before the scheduled hearing date, you must explain why you did not make it earlier. Your reasons must be serious.

The Tribunal may accept or deny your request.

If you cannot attend, you must ask the Tribunal to change the scheduled session date. You must make this request to the Tribunal at least 45 days before the scheduled date and explain the reasons why you cannot attend. The Tribunal may accept or deny your request. To learn more about the criteria for obtaining a postponement, consult the [*Institutional guidelines concerning postponements*](#).

Preparing for your conciliation session:

To be properly prepared, here are a few important steps to remember:

- Familiarize yourself with your file by rereading it
- Note the elements you want to address
- Improve your chances of reaching an agreement by coming up with a few possible solutions and being ready to negotiate

On the day of the session, have your file and all the documents you deem important in hand. Dress appropriately, even if the conciliation is conducted online.

OUR CONTACT INFORMATION

Toll-free number:

1 800 567-0278

www.ta.qouv.qc.ca

tribunal.administratif@taq.gouv.qc.ca

Québec office

TRIBUNAL ADMINISTRATIF DU
QUÉBEC
Secrétariat
Lomer-Gouin Building, 575 Jacques-
Parizeau Street
Québec City, Québec G1R 5R4
Phone: 418 643-3418

Montréal office

TRIBUNAL ADMINISTRATIF DU
QUÉBEC
Secrétariat
500 René-Lévesque Boulevard West,
21st floor
Montreal, Québec H2Z 1W7
Phone: 514 873-7154

Our offices are open from 8:30 a.m. to
4:30 p.m., Monday to Friday.

Express conciliation

Have you already begun discussions with the government body's representative to settle your dispute? If so, you could participate in an express conciliation session.

This service allows you to finalize your agreement by participating in a conciliation session in a short time frame.



**TRIBUNAL
ADMINISTRATIF**
du Québec

