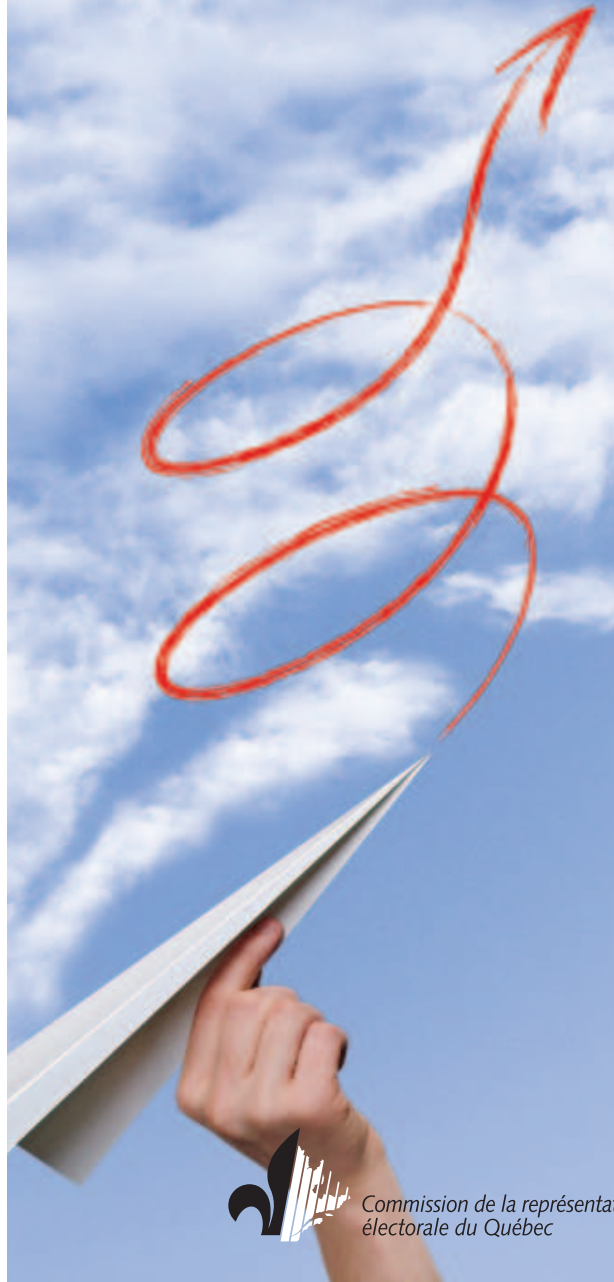


Service  
Statement

# to Citizens



Commission de la représentation  
électorale du Québec



Commission de la représentation  
électorale du Québec

Service  
Statement  
**to  
Citizens**



*Commission de la représentation  
électorale du Québec*

# Our Mission

The mission of the Commission de la représentation électorale, an independent institution that reports directly to the National Assembly, is to draw up the electoral map of Québec and, where required, those of municipalities and school boards, by promoting the consultation of citizens and by assuring them fair and equitable representation.

The Commission is made up of the Chief Electoral Officer, who is its Chairman, and two commissioners, who are appointed by resolution, approved by two-thirds of the Members of the National Assembly.

The Commission does not have its own staff. All of the staff members of the Chief Electoral Officer, who are needed to carry out the Commission's mission, are at the Commission's service.

## Our Products and Services

We mainly provide:

- information on the process of delimiting electoral divisions and electoral districts, in particular during the holding of public consultations;
- opinions, advice and information concerning the application and interpretation of electoral legislation when it comes to the delimitation of the territory;
- information and training activities, tools and guides intended for our partners of the municipalities and school boards to help them carry out their delimitation work;
- the transcription of public hearings;
- a website that is continuously being updated;
- brochures, pamphlets and electoral maps;
- a library and a map library offering a wide array of electoral information.



# Our Commitments

## **Impartial, Fair and Equitable Treatment**

We assure you that:

- neither political allegiance, social status or the geographical origin of the person making the request, nor any other form of distinction will be taken into consideration in the delivery of our services.

## **A Commission that is Accessible and Attentive**

To facilitate a strong participation by citizens during the Commission's public consultation hearings, you can count on us to:

- hold a sufficient number of public consultations at the most appropriate locations;
- do everything in our power to enable individuals to express their views;
- accept all representations, whatever their form, with a minimum of formalism and without imposing time limits.

## **A Quick and Courteous Reply**

We undertake to:

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- serve you attentively, respectfully and courteously;
  - immediately respond to your request or to indicate to you the time when we will be able to do so.



## **High Quality Information**

We take all the necessary steps to:

- provide you with clear and complete information as well as documents written in simple language;
- offer you a high quality website, with data that are updated regularly;
- give you the information that you need, in particular during the holding of public hearings.

## **Easy Access to Our Services**

We undertake to:

- offer you telephone information from 8:30 a.m. to 12 noon and from 1 p.m. to 4:30 p.m. on week days and provide you with access to our automated telephone services, at lunch hour, in the evening and on weekends;
- call you back the same day or on the following business day when you leave a message at a time when our offices are closed;
- provide a teletype service for persons who are deaf or hearing impaired;
- simplify our rules and procedures.

# Response Times

We are committed to respecting the following time limits:

## Our Telephone Services

Maximum time before talking to an attendant

2 minutes

Reply time after leaving a message

Telephone call the same day or the following business day

## Mail

Time limit for obtaining a reply to a letter sent by mail or by fax

10 business days

If we cannot respond to your request within 10 business days, we will indicate to you when we will be able to do so

Time limit for obtaining a reply to a letter sent by e-mail

Will send an acknowledgment of receipt the same day or on the following business day

If we cannot respond to your request within 10 business days, we will indicate to you when we will be able to do so

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## Counter Reception

Maximum waiting time when you come to our offices

5 minutes

## Requests for Access

Time limit for obtaining a reply to a request for access

20 days maximum (as set out in the Act respecting Access to documents held by public bodies and the Protection of personal information)

## Are you satisfied with **our Services?**

If you have comments to make or if you are dissatisfied with our services, we ask that you contact us by telephone, mail or e-mail. Our contact information is indicated at the end of this brochure.

Complaints will be forwarded to the Secretary General of the Chief Electoral Officer who will process them confidentially. No later than the following business day, a member of the Secretary General team will call you. If we are unable to reach you, we will send you an acknowledgment of receipt asking you to contact us.

You will receive a clear and detailed reply within a maximum of 20 business days following the receipt of the complaint.

## Follow-up on **our Commitments**

The Commission de la représentation électorale intends to do a regular follow-up on its service statement to citizens. To support its implementation, a plan to improve services to citizens will be prepared on a yearly basis.

The results obtained concerning these commitments will be made public in our Institution's annual management report. This report may be consulted on the website of the Chief Electoral Officer.

Finally, the Commission de la représentation électorale intends to foster awareness among all its partners to underscore our concern about offering high quality services to citizens.



# To Contact us

## **La Commission de la représentation électorale**

Édifice René-Lévesque  
3460, rue de La Pérade  
Sainte-Foy (Québec)  
G1X 3Y5

**Information Centre of the Chief Electoral Officer:**  
(418) 528-0422

**Toll free, throughout Québec:**  
1-888-ELECTION (1-888-353-2846)

**Fax:**  
(418) 643-7291

**Telecommunications apparatus for the deaf  
or hearing impaired (TTY):**  
(418) 646-0644  
1-800-537-0644

**E-mail:**  
[info@electionsquebec.qc.ca](mailto:info@electionsquebec.qc.ca)

**Website:**  
[www.electionsquebec.qc.ca](http://www.electionsquebec.qc.ca)